



Huntsville, Alabama

308 Fountain Circle
Huntsville, AL 35801

Cover Memo

Meeting Type: City Council Regular Meeting **Meeting Date:** 3/23/2023

File ID: TMP-2614

Department: Finance

Subject:

Type of Action: Approval/Action

Resolution authorizing the Mayor to enter into an agreement between the City of Huntsville and GovOS, Inc. for Business Licensing and Tax Software Solution. This will be a SAAS product (Software as a Service).

Type of Document: Resolution No.

Finance Information:

Account Number: 1000-17-17100-515250-00000000-

City Cost Amount: \$ 515,000.00

Total Cost: \$ 515,000.00 Plus annual renewal starting at \$400,000.00 per year.

Special Circumstances:

Grant Funded: \$ N/A

Grant Title - CFDA or granting Agency: N/A

Resolution #: N/A

Location: (list below)

Address: N/A

District: District 1 District 2 District 3 District 4 District 5

Additional Comments:

RESOLUTION NO. 23-

BE IT RESOLVED by the City Council of the City of Huntsville, Alabama, that the Mayor be, and is hereby authorized, to enter into a contract between the City of Huntsville and GovOS , in the amount of FIVE HUNDRED FIFTEEN THOUSAND AND .00/100 DOLLARS (\$515,000.00) for Business Licensing and Tax Filing Financial Software, on behalf of the City of Huntsville, a municipal corporation in the State of Alabama, which said agreement is substantially in words and figures similar to that document attached hereto and identified as "Contract between the City of Huntsville and GovOS," consisting of a total of one (1) page, plus seventy-four (74) additional pages consisting of a 3 page Cover Letter and Attachments A-D, and the date of March 23, 2023, appearing on the margin of the first page, together with the signature of the President or President Pro Tem of the City Council, and an executed copy of said document being permanently kept on file in the Office of the City Clerk of the City of Huntsville, Alabama.

ADOPTED this the 23rd day of March, 2023.

President of the City Council of
the City of Huntsville, Alabama

APPROVED this the 23rd day of March, 2023.

Mayor of the City of Huntsville, Alabama



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**City of
Huntsville, AL**
GovOS Business Licensing & Tax Filing

GovOS 

8310 N. Capital of Texas Hwy, Austin, TX 78731

p: 214.442.6668 | f: 214.442.6669 | RFP@GovOS.com



On behalf of GovOS, I'd like to warmly welcome the City of Huntsville and its business owners.

Over the next few weeks, our implementation team will work tirelessly to ensure our Business Licensing & Tax solution is configured to your specifications. However, setup of your solution is just the beginning of our journey together.

GovOS proudly serves over 800 local government agencies and helps support almost 350,000 business owners across the country. GovOS is committed to, and focused on, growing our platform in partnership with our local government customers.

In addition, we are dedicated to ensuring that our platform is easy to use for the businesses that we support, including a dedicated support team focused solely on our business customers and trained on the types of issues that a business owner is most likely to have. We hold ourselves to a high level of service in all of our contracts, and we will continue to hire and train our team to provide that customer service level to Huntsville and its business owners. We are excited to bring our partnership to Huntsville and begin working with your business community.

As a product-led organization, our customers and their business owners are central to everything we do. This starts with a forward-looking vision rooted in addressing the most critical needs of our customers and their stakeholders.

Our long-term goal is to bring effortless business and citizen engagement so governments can focus on what matters most, managing and maximizing revenue collection to reinvest in the community.

We are making continued new investments to build a unified platform that best supports local governments and its constituents and business. The Business Licensing & Tax solution that Huntsville will be using is an integral component of our platform, and we intend to continue to develop and invest in this specific platform with new innovations and updates for at least the next ten years. Over the coming years, our Business Licensing & Tax product strategy will *simplify the user experience, enable faster data insights, and increase our users' workflow productivity and effectiveness* based on their roles and market needs. We will accomplish this by investing in the following areas:

- Streamline user workflows, making it easier for users to complete everyday tasks.
- Support data-informed decisions with insights and analytics.
- Eliminate redundant, manual tasks through process automation.
- Deliver incremental value by scaling and modernizing the Business Licensing & Tax solution.

These long-term, sustainable improvements ensure we continue to evolve our products and build solutions to address the needs of our users.

Vital to our mutual success is customer and user feedback, gathered by a product team empowered to understand and incorporate the voice of the customer in everything we build. We look forward to working with you and business owners in the years to come as we execute our product vision and strategy.

In creating this partnership the following items are included in this packet and considered as a whole, the contractual agreement between GovOS and the City of Huntsville:

- A. Business Licensing and Tax Filing Proposal (Attachment A – containing 56 pages)
 - a. This includes the Request for Information (RFI Questionnaire)
- B. Terms of Use – Business License - City of Huntsville (Attachment B – containing 9 pages)
- C. SAAS Questionnaire Response dated 3/14/2023 (Attachment C – containing 5 pages)
- D. DLT Price Quote (Attachment D – containing 2 pages)

Pursuant to the terms of payment and renewal of the subscription found in the above documents, pricing for this project shall be as follows:

Year 1 – \$515K 30% up front – the remaining at go live. If go-live is after 12 months, then the beginning of year 2 will reset to this date.

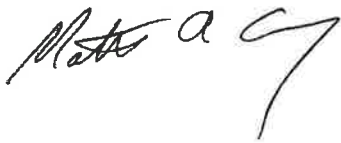
Year 2 - \$400K

Year 3 - \$412K – 3% increase

Year 4 - \$432,600 – 5% increase

Year 5 and beyond – At renewal the price will not increase beyond the US CPI for Technology – avg for the previous calendar year with a ceiling of 7% each year.

Sincerely,



Matt Coury
President & Chief Operating Officer
GovOS

January 25, 2022

City of Huntsville, AL

Business Licensing & Tax Filing



8310 N. Capital of Texas Hwy, Austin, TX 78731
p: 214.442.6668 | f: 214.442.6669 | RFP@GovOS.com

Prepared for:
Penny Smith
Director of Finance

Submitted by:
Matt Polovich
Enterprise Account Executive



Dear Ms. Smith,

Thank you for the opportunity to propose the GovOS Business Licensing and Tax software solution. Our online tax software solution provides an intuitive interface for business owners while delivering streamlined tax accounting and enforcement solutions. Our solution was created and designed by a former City Finance Director and CPA to solve the real world issues you are seeing every day. We understand the challenges you face every day, and our partnership will make it easy for you to manage your complicated business licensing and tax requirements. The following are just a few of the ways that we will deliver the best solution for the City of Huntsville and your citizens:

- ✓ Experience with complex projects similar in size and scope of the City of Huntsville
- ✓ A designated Account Manager, who will present you with industry best practices to continually drive improved adoption and compliance
 - This will allow The City of Huntsville to utilize a single point of contact for all their needs, including onboarding, go-live and continued enhancement
- ✓ A designated support line and email, which is separate from the City's support features, for the citizens that will eliminate time consuming processes for the city staff
- ✓ We help drive adoption to tax filing portal, with tasks that create good, prompt filing and renewal habits, leaving less up to taxpayer discretion

The outlined objectives from the City of Huntsville align directly with the features of our product and expertise of our team.

Since our inception, GovOS continues to deliver software solutions and support expertise to hundreds of clients all over the country, including the cities of Dallas, Eugene, and Colorado Springs. Our System was also selected through the competitive RFP processes for the Colorado Department of Revenue and Alaska Municipal League as their remittance system for all taxing jurisdictions in these states.

We pioneered online tax software solutions and have built our product and support to optimize the user experience and staff efficiencies. Our clients enjoy an over 95% paperless remittance and correspondence rate. As a result of the excellent solutions and support, GovOS tax has a 98% client renewal rate. Our software has delivered almost \$2 billion in online tax and license revenues to our clients throughout the country and more than 200,000 businesses trust our software for their tax and license compliance.

Businesses across the country trust the GovOS Tax product suite for their remittances and licensing and we have seamlessly delivered taxes and fees to our clients through automation with our secure merchant processing partners. Throughout the past decade, we have continued to innovate by adding new features by working closely with both the city and the end users of our tax system – the taxpayers.

Our expert team and the best practices that we employ in delivering solutions to our clients, would undoubtedly empower the City of Huntsville and our intuitive integrated solutions would present the City's best foot forward to your business community.



Sincerely,



Matt Polovich
Enterprise Account Executive

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Company Overview

GovOS has experience implementing our software solution in communities who seek to accelerate the effectiveness of their tax revenue management system and modernize their processes. As the City evaluates the best solution to improve services to taxpayers and operational efficiency, know that our Tax solution presents the customer experience and advanced administrative functionality that the City of Huntsville seeks.

For more than a decade, we have delivered tax software solutions and support expertise nationwide. Currently businesses across over eighty municipalities trust the GovOS Tax product suite for their remittances/licensing needs. We seamlessly deliver taxes and fees to our jurisdiction clients through automation with our secure merchant processing partners. We continue to innovate with new system product features by working closely with its end users – the taxpayers. For example, we worked closely with the City of Eugene's major payroll tax providers in the bulk filing features our System offers to make their registration and remittance process as easy as possible. We partnered with City of Colorado Springs to develop for their consolidated sales tax filing feature. Our unmatched product offerings and level of ongoing customer support is instrumental to our unparalleled client retention rate.



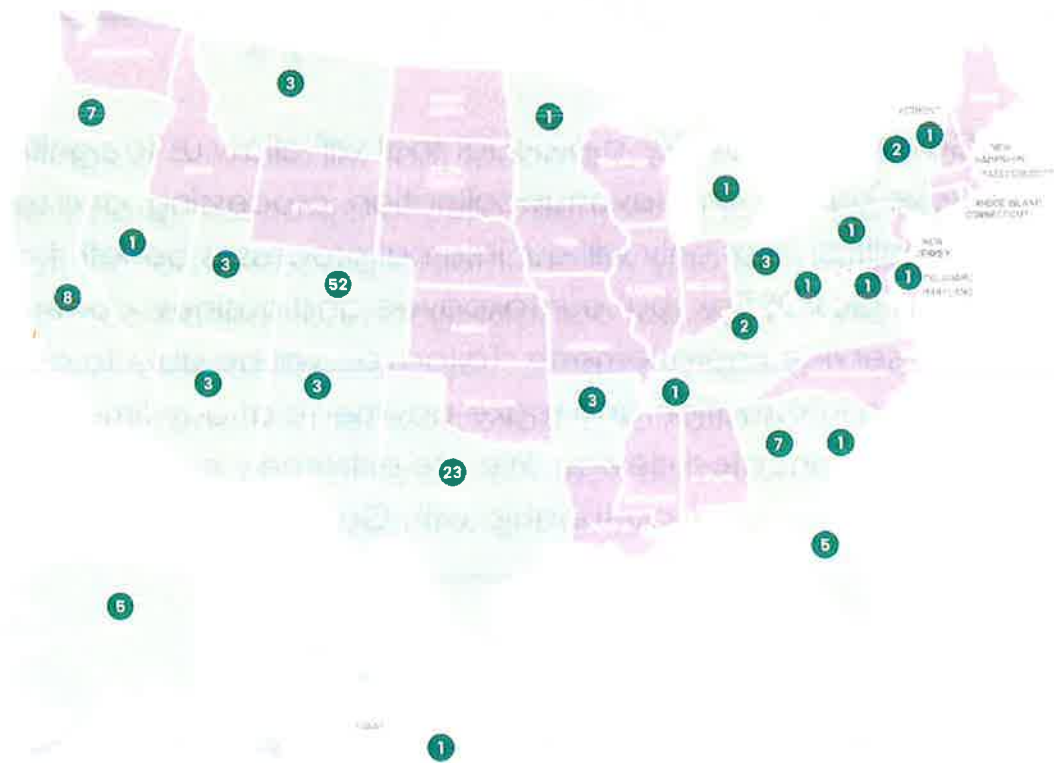
"GovOS Tax provides a product that will allow us to significantly improve our tax and revenue collection, processing, and reporting capabilities. Not only will our internal processes benefit from our move to GovOS Tax, but our taxpayers and business community will also see service improvements. Taxpayers will be able to access their tax filing information and make payments at any time from any internet connected device. We are extremely excited for our new partnership with GovOS."

Ezequiel Vasquez, Revenue Manager
City of Arvada, Colorado

Composed of seasoned state and local Tax and Finance experts, Software Engineers, and Customer Success Managers, our team is committed to fully serving and innovating for municipal governments. Our Tax product, when combined with our expert staff who have configured similar self-service tax remittance sites throughout the country, is ready to for the City of Huntsville. Our best practices will help the City ensure a timely onboarding and immediate business user adoption to maximize online filing, the utilization of our business support team and automatic revenue delivery.

Our GovOS online Tax Software solution provides an intuitive interface for taxpayers and City staff functions while delivering streamlined enforcement solutions. Our expert team and the best practices we employ delivering solutions to our clients will undoubtedly empower the City of Huntsville. Our intuitive integrated solutions will present the City's best foot forward to your business community.

Our System will be tailored to align with the City's desired aesthetic. The site will include City logo and branding, specific city language, and instinctive controls. As described, the City of Huntsville GovOS Tax portal will allow taxpayers to register, file returns, and update contact information. Users will have 24/7 access to view real-time information related to their account status, history, and correspond with the Tax Department.



GovOS' presence throughout the country.

GovOS has experience implementing similar solutions in communities across the country who have sought to accelerate the effectiveness of their revenue and collection management system and modernize their processes. As the City evaluates the best solution to improve services to taxpayers and operational efficiency, know that the GovOS solution presents a modern business experience and the advanced administrative functionality that the City of Huntsville is seeking.

In the City of Huntsville's GovOS system, we can readily automate program processes administered by the City's Finance Department, Bureau of Revenue.

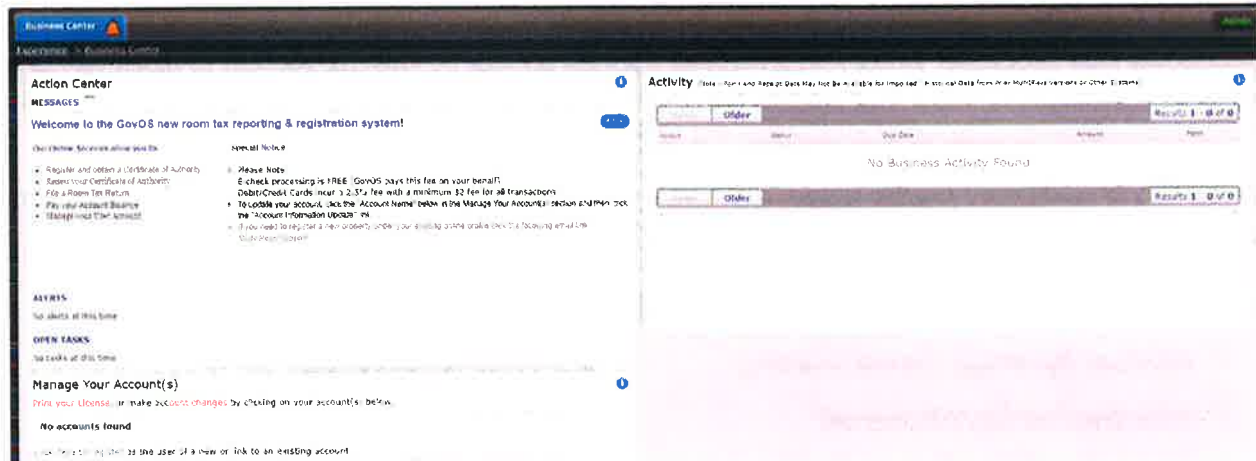
Our online solutions offer flexible and streamlined functionality to drive collection of:

- ✓ Alcoholic Beverage Control Licensing
- ✓ Limousine/Taxi Service Licenses
- ✓ Home Occupation Business License
- ✓ Alcoholic Beverage Tax
- ✓ Other required taxes and licenses
- ✓ Occupational License Tax
- ✓ Sales/Use Tax
- ✓ Additional licensing workflows for the business community can be added in the future using our workflow tools in a short onboarding schedule, making this portal the single compliance location for all businesses, if the City desires in the future.



"Working with GovOS has been a great partnership for the Town of Vail. The flexibility of their product and ability to customize has streamlined our licensing and tax collections. The GovOS team is responsive and committed to customer satisfaction. From conversion to onboarding, and now ongoing support – they have been invaluable in creating a system, that works for both our business community and municipal staff."

Alex Jakubiec, Manager, Revenue
City of Vail, Colorado



Admin users view of our landing page once logged into our System.

Each GovOS client community has a unique web address, (ex: www.Huntsville.GovOS.com). Here, we develop dynamic system tools that allow each jurisdiction to configure their own processes to meet their regulatory requirements. These workflows can include applications, document uploads, fees, and approvals. Additionally, our System automates and presents tax forms to businesses to remit and pay online. Online payments are then automatically funded, daily, to the City's desired bank account(s). Your administrative staff can utilize our delinquency features, including the Notifications Tool to email or print notices to businesses who are delinquent on tax filings or registration requirements.



"I want to compliment the Town of Carbondale for making it extremely easy to do business with you. I love the govos.com site. If only it were as easy to do business with the rest of the municipalities! Thank you for leading the way!"

Property owner in Carbondale, Colorado

Once a workflow or Tax form has been assigned to a business user, the user interfaces with the Self-Serve portal to complete each step of assigned material. All notifications and assessments are delivered electronically to businesses via email and presented within their login to increase compliance and reduce delinquency. The automated functionality provided through GovOS' technology coupled with our expert customer support team will quickly add valuable efficiencies to your Revenue Collection and Discovery, and Recovery.

BUSINESS TAX LICENSING EXPERIENCE

Lodging Tax Form

824810

Marco Island Short-Term Rental (Owner: Jon Taylor)

Period: 10/10/2022 Due: 10/21/2022 Current Time: 10/10/2022 Late: NO

Transient Room Tax Reporting Form		
1a	Number of Taxable Homes/Units Available to Rent *	
1b	Number of Available Room Nights (click for details) *	
1c	Number of Room Nights Rented (click for details) *	
2	Total Gross Rent (click for details) *	
3a	Less Rents and fees for stays over 30 successive calendar days	0.00
3b	Less Recreation Fees for use of Destination Resort Facilities (click for details)	0.00
3c	Less Airbnb Platform Rentals (click for details)	0.00
3d	Less VRBO Platform Rentals (click for details)	0.00
3e	Less Expedia Platform Rentals (click for details)	0.00
3f	Less Other 3rd Party Intermediary Please list: (click for details)	0.00
3g	Less Other Please list:	0.00
4	Total Allowable Deductions	0.00
5	Taxable Rent	0.00
6	Tax Due (Multiplies Line 5 by 8%)	0.00
7	Less Collection Reimbursement Fee (Multiply Line 6 by 5%)	0.00
8	Net Tax Due	0.00
9	Penalty (10% of line 6 plus 15% of line 8 if additional 30 days past due)	0.00
10	Interest (1/2 of 1% of line 8 per month)	0.00
11	Total Penalty and Interest (Line 9 + Line 10)	0.00
12	Total Amount of Tax Due (Line 8 + Line 11)	0.00

AFTER SUBMITTING THIS FORM with the orange submit button below, ALL FILERS must continue through the shopping cart to obtain a receipt, including Zero Filers.

ZERO RETURN: You must complete a zero dollar filing. Submit your form below, moving through the cart to complete the zero transaction.

Once a form has been properly completed, a receipt will be issued and the form will no longer appear as an open task in the Business Center.

I CERTIFY UNDER PENALTY OF PERJURY THAT THE ABOVE INFORMATION IS TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE

Name (as electronic signature) *

Title *

Date *

10/10/2022 15:31:50

[Audit Logs](#)

Category Date User Name

[Save and Return to Business Center](#)

[Submit](#)

Business users view of a configurable tax form.

Our System will provide the City with performance improvements, increased efficiency, and enhanced coordination with your financial systems. Some specific performance and efficiency improvements the City will benefit from include:

Increase in online remittances by taxpayers. When our best practices for business communication are utilized, our clients enjoy 95% remittances online. This reduces:

- ✓ The volume of tax remittances that need to be processed by City staff,
- ✓ The mathematical errors on manually prepared tax returns that City staff need to correspond with businesses for,
- ✓ Incorrect tax remittances that exclude appropriate late charges which then require billing follow up by City staff and create greater delinquencies and delayed revenue receipt.

The ability to transmit notifications electronically through the GovOS Tax System reduces the time and cost with paper mailings.

Our automation system provides multiple benefits, some of which include:

- ✓ Automated assignment of tax forms after a business has registered. This ensures that non-filer reporting and delinquency reporting are always accurate, and taxpayers are always fairly assessed.
- ✓ Automated email reminders to authorized account users reduce the number of delinquent accounts to be managed by staff and improve the timing of revenue.
- ✓ Automated licensing makes it easier for businesses to renew ensures that delinquency notifications can include businesses who are not licensed or allowed a license to expire.

As described, the Huntsville GovOS portal will allow taxpayers to register, file returns, and update contact information. Users will have 24/7 access to view real-time information related to their account status and history, as well as correspond with the Finance Department, Bureau of Revenue.

Experience and Qualifications

The GovOS Tax solution pioneered online revenue collection and management system technology. We have built our product and support to optimize the user experience and staff efficiencies. Our clients enjoy an over 95% paperless remittance and correspondence rate. Our 99% client renewal rate is a testament to the reliable results that we deliver to our clients.

GovOS software serves as the Business Revenue System of Record for states and communities nationally. Our Tax and Licensing Systems of Records include:

- ✓ Liquor Tax
- ✓ Admission Tax
- ✓ Online Business Licensing / Registration
- ✓ Sales Tax Collection
- ✓ Occupancy Tax Collection
- ✓ Excise Tax Collection
- ✓ Sales & Use Tax Single Filing Portal (Colorado)
- ✓ Marijuana Tax Collection
- ✓ Short-Term Rental Compliance Monitoring
- ✓ Short-Term Rental Property Identification
- ✓ Local Business Incentive Rebate Tracking
- ✓ Lodging Tax
- ✓ Miscellaneous Licensing
- ✓ Payroll Tax Collection
- ✓ Use Tax Collection
- ✓ Remote Sellers Tax Collection (Alaska)
- ✓ Telecommunications Tax Collection
- ✓ Alcoholic Beverage Revenue Collection
- ✓ Valuable Articles Tax Collection
- ✓ Waste Transfer Surcharges
- ✓ Tax Increment Finance Tracking
- ✓ Self-Employment Tax Collection

GovOS has a proven track record of completing client conversions on time and on budget. In addition to our online Tax Collection and Licensing Modules, our System is a complete system of record, which includes Administration Modules to eliminate manual and paper-based processes in various, disparate systems used today.

These Modules include:

- ✓ Reconciliation Module including General Ledger reporting
- ✓ Ability to Accept Partial / Under Payments, including Carrying Balance on Specific Revenue Items
- ✓ Payment Plans
- ✓ Cashiering Module for Paper Payments
- ✓ Estimated Assessments, including unique calculations for lookback period and integrated Notifications with GovOS Smart Fields
- ✓ Notifications Module with unlimited, easy to use built-in word processing templates and GovOS Smart Fields
- ✓ Business Audit Module
- ✓ Consolidated Account Functionality
- ✓ Bulk remittance for accountants, third party filers and property managers
- ✓ GIS Interface Options for address accuracy
- ✓ Standard, out-of-the Box Detailed and Summary Reports
- ✓ SQL Database Access for unlimited and unique report writing and queries for clients
- ✓ Admin Tools to Process Returned Payments and Move Returns from One Account to Another
- ✓ Alerts to Flag and Report on Accounts

Portal Design Overview

GovOS' online Registration and Tax Collection Modules are conveniently located in the same cloud-based portal to serve as a one-stop-shop for all City related business tasks.

Taxpayers begin their experience with our user email validation and secure login process. They'll set up the password they'll use along with their username the next time they login.

Given that our System meets SOC2 security standards, when City users register, they are also required to set up Multi Factor Authentication (MFA) upon registering. If requested, we can also add this level of security for business users.

Business users will create an account in Huntsville's custom portal to register, apply for a new license or permit, or renew a license or permit.

Business Center

Once a taxpayer validates their credentials, they are presented with the self-service Business Center. Here they have access to:

- ✓ Complete any Open Tasks (i.e., outstanding tax forms, registration applications/renewal)
- ✓ Add or Connect to Additional Businesses
- ✓ Submit Changes to Address, etc. for approval by the City
- ✓ Review Historical Records
- ✓ Tax Professionals have the option to remit payment for tax returns with one payment
- ✓ Review any prior notifications sent via mail or email

The screenshot displays the 'OPEN TASKS' section of the Business Center. At the top, it shows 'OPEN TASKS 5' with a green circle containing the number 5, and a red icon with a clock and the text 'past due tasks.' Below this, there are three main sections, each with a header and a list of tasks:

- Downtown Condo Rental**
 - Hotel/Motel Tax Form (Monthly Filer - Due by 20th day)
 - Submit Hotel Occupancy Tax Form (new)
 - Hotel/Motel Tax Registration Renewal - 2022
 - Retail Registration Requirements (new) ⚠
- Handy Hardware, LLC**
 - Sales/Use Tax Form - Q4 2021
 - Submit Sales Tax Form Sample (new)
- Uptown Taphouse**
 - Alcoholic Beverage Permit Fee
 - Read Required Submissions (new)
 - Alcoholic Beverage Tax Remittance Form
 - Read Alcoholic Beverage Tax (new) ⚠

Business users view of open/past due tasks.

The Action Center automatically guides taxpayers or businesses to the next required task in their workflow. Whether a tax form or registration workflow, we make it easy to understand what is required to remain in compliance within your community. Additionally, automated email notifications and alerts remind users where they left off, with a secure link to log back into our System to complete the next item.

Manage Your Account(s) i

Print your License/Permit, or make account changes by clicking on your account(s) below.

Name	DBA	Acct#	Code
Downtown Condo Rental	N/A	013222	QW5ORX
Handy Hardware, LLC	N/A	008410	3TWA7D
Uptown Taphouse	Uptown Taphouse	008236	KNA5NL

▶ [Add or remove](#) accounts from your user login by clicking here

✂ [Need to submit a new contract summary or amend an existing summary?](#) Click here.

Manage Your User Account i

USER/ LOGIN OR EMAIL ADDRESS UPDATE: Click [HERE](#) to register a new email address. **Be sure to jot down your 6 Digit Account Number and 6 Digit Activation Code from the Manage Your Account section above first!**

NO LONGER MANAGE AN ACCOUNT? To remove this user email from managing an account, Click [HERE](#) and use the red "Remove" Button to remove yourself from the account.

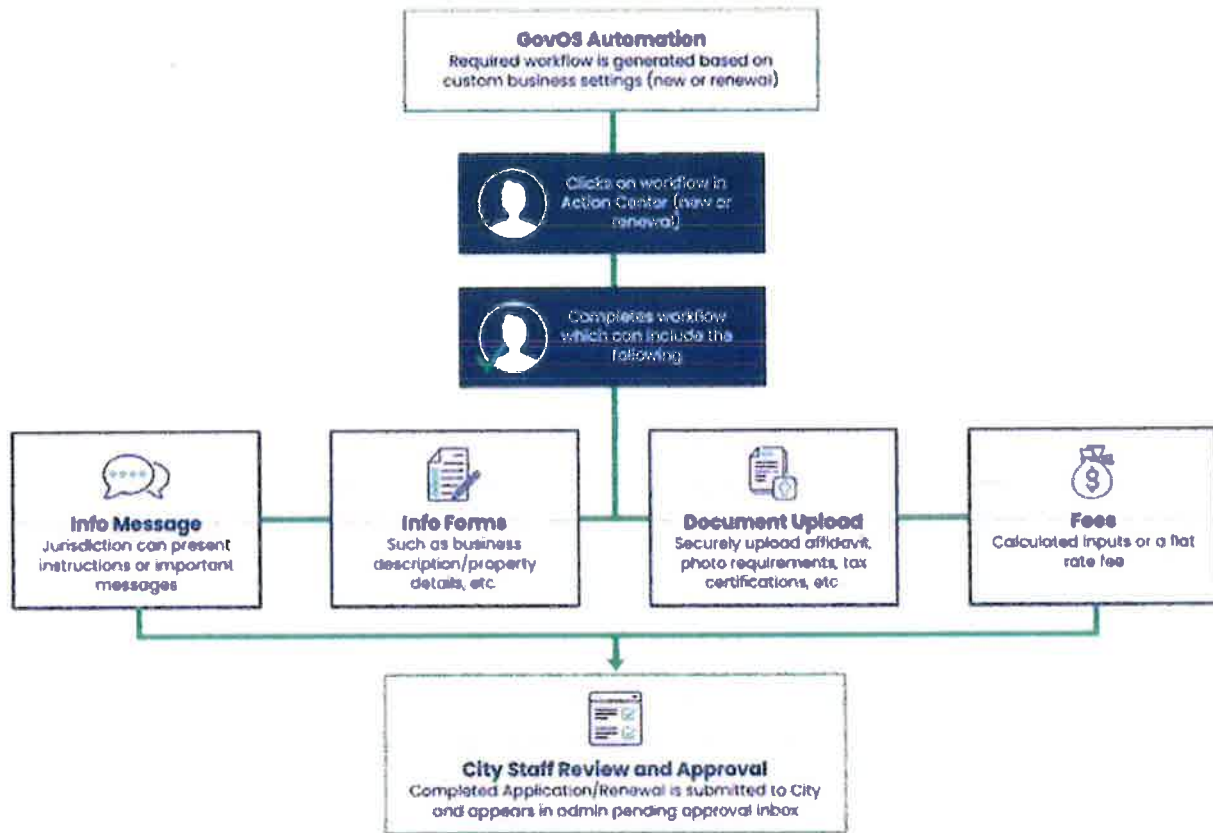
Business users view of license/permits registered to them.

Registration Overview

- Available should you decide this feature is beneficial, GovOS' Business Registration and Tax Collection Portal is a user-friendly platform business users use to register businesses and remit applicable taxes. City staff will collaborate with the GovOS Conversion Specialists and Account Managers to design task-based workflows that will be presented to business users in the portal. Workflows have the necessary features to replicate and optimize the City of Huntsville's desired registration and remittance processes, including custom form building, auto-calculations, dropdown menus, e-signatures, document uploads, review & approval mechanisms, and more. With our dynamic, configurable workflow tools, new workflows can easily be created in the future as well – our System provides flexibility and can be adapted as your taxation and business community evolves in the future.

The Registration Module includes the following features. Note that your Conversion Specialist will work with your team to design your workflows as part of the onboarding process and your team will be able to perform User Acceptance Testing on each workflow in our staging environment during the launch process:

- ✓ Configurable online registration workflows which can include registration forms, informational messages, document uploads, auto-calculated fees, and an approval task.
- ✓ Registration forms are configured to meet your needs and include user entry text fields, dropdowns, check boxes, radio buttons, an electronic signature and validation to ensure you collect clean data.
- ✓ Automated renewals, including configurable renewal start date (ex: 60 days before expiration), renewal due date (ex: on license expiration date), renewal workflow and expiration date (ex: rolling or calendar year).
- ✓ Automated email reminder notifications and easily customizable notification templates.
- ✓ Custom application approval workflows, capable of interdepartmental collaboration for one approval.
- ✓ Customizable and printable licenses that will auto-populate business users' information.
- ✓ All reporting of license data can be exported in Excel/CSV format at any time.
- ✓ Forms and portal can be accessed via mobile devices.



Registration Workflow.

City Administration Approval Process

Also available, our approval process allows City staff to review submitted documents and enables easy-to-use cross-departmental collaboration to assess the entire online workflow digitally. GovOS offers unique group rights protecting data between departments (including inspections, account edits, and customized business owner outreach).

For example, the Building & Planning department can participate in the online approval process, yet not see specific taxpayer remittances.

Once staff approves an application, details are auto populated in the business' profile. The approval also activates the underlying automated renewal settings associated with the registration.

Approval Routing
 Approval status: **Waiting on Another Dep't** ▼

<p>Approve</p> <p>Sales Tax & Licensing Vacation Rental Registration Remove group</p>	<p>Approve</p> <p>Community Development Vacation Rental Registration Remove group</p>	<p>Reset</p> <p>Zoning Approval STR Permit</p>
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Admin users view of completed tasks assigned to that user.

Renewals

Each registration/permit type will have defined renewal settings determined during the conversion process. Our automation system follows the City's unique renewal rules and presents the workflow to all businesses in the Business Center based on the frequency you determine.

Workflows for new business applications, new licenses, and license renewals can all contain unique tasks that are specific to that phase of the business' journey.

License Status
Active ▼

Name *
 Business Registration

Description *
 Business Registration

Which workflow should run to renew this license?
 [10032] Registration Form ▼

Does this license Expire?
No ▼

When does this license expire?

- Annually at the end of next year.
- Annually at the end of this year.
- Bi-Annually at the end of the year.
- 0 days from Current License Expiration Date
- Last day of the month of the current expiration date + 1 year?
- 0 days from today

Please note: the period date is equal to the first date the license is active

When should the license renewal process begin?
 60 days before the current license expires

For renewals, when is the workflow due?

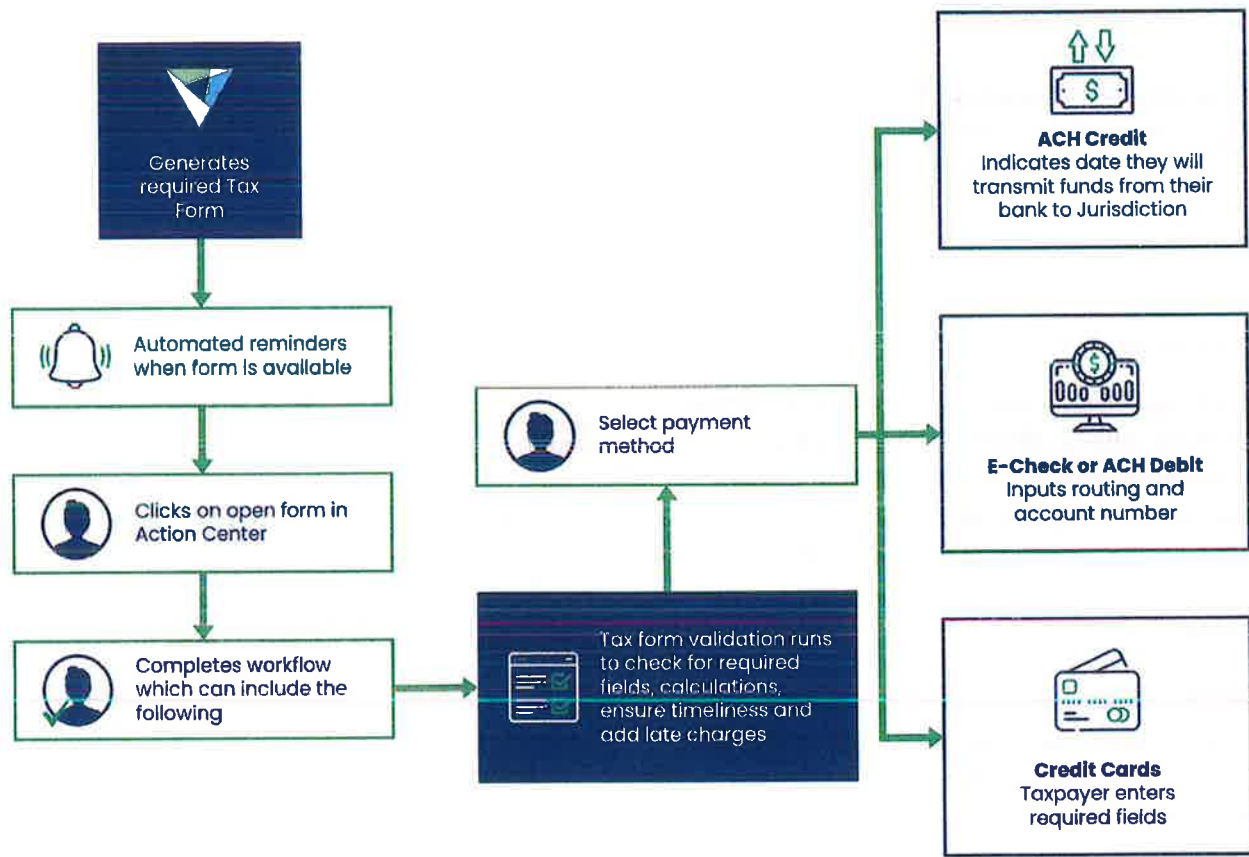
- On xxx (Month/Day) after the due date of the renewal workflow.
- Last day of the month of the current expiration date + 5 Days

Admin users view of a renewal notification status.

Online Tax Remittance

The GovOS online Tax Remittance System offers the City of Huntsville efficient user task management, simple online auto-calculating tax forms, online payment collection, payment due reminders, and access to robust reporting tools. Our solution provides a single system of record for the City that improves staff efficiency while offering an intuitive online experience for taxpayers. Today, our Tax Remittance system processes and automatically transfers **\$15 million per month** in taxes and fees to our clients.

Each taxpayer will register in the GovOS system using our secure process, as described above.



Tax Remittance Workflow.

Custom Tax Forms

Your Account Manager and Conversion Specialist works closely with City staff to design the layout and order of tax form(s) for business users. All auto-calculations, penalty and interest fees, and exemption explanations will align with the City's tax form requirements. Tax forms are mobile-friendly and accessible using any browser-based device.

Period: 06/30/2021 Due: 07/20/2021 Current Time: 01/12/2022 Late: YES Days Late: 176

Sales & Use Tax		
1	GROSS SALES AND SERVICE *	100000.00
2A	ADD: BAD DEBTS COLLECTED	0.00
2B	TOTAL LINES 1 & 2A	100000.00
3A	NON-TAXABLE SERVICE SALES (INCLUDED IN LINE 1 ABOVE)	0.00
3B	SALES TO OTHER LICENSED DEALERS FOR PURPOSES OF TAXABLE RESALE	0.00
3c	SALES SHIPPED OUT OF CITY AND/OR STATE (INCLUDED IN LINE 1 ABOVE)	0.00
3D	BAD DEBTS CHARGED OFF (ON WHICH CITY SALES TAX HAS BEEN PAID)	0.00
3E	TRADE-INS FOR TAXABLE RESALE	0.00
3f	SALES OF GASOLINE AND CIGARETTES	10000.00
3G	SALES TO GOVERNMENT AND CHARITABLE ORGANIZATIONS	0.00
3H	RETURNED GOODS	0.00
3I	PRESCRIPTION DRUGS AND PROSTHETIC DEVICES	0.00
3J	OTHER DEDUCTIONS (LIST)	0.00
3K	OTHER DEDUCTIONS (LIST)	0.00
3L	OTHER DEDUCTIONS (LIST)	0.00
3	TOTAL DEDUCTIONS (TOTAL OF LINES 3A - L)	10000.00
4	TOTAL CITY NET TAXABLE SALES & SERVICE (LINE 2B - LINE 3)	90000.00
5	AMOUNT OF CITY SALES TAX (LINE 4 x 3.53%)	3177.00
6	ADD: EXCESS TAX COLLECTED	0.00
7	TOTAL CITY SALES TAX (ADD LINES 5 & 6)	3177.00
8	DEDUCT VENDOR FEE IF PAID BY DUE DATE (LINE 7 x 3%, MAX \$25)	0.00
9	TOTAL SALES TAX (LINE 7 - LINE 8)	3177.00
10A	AMOUNT SUBJECT TO USE TAX	15000.00
10B	CITY USE TAX (LINE 10A x 3.53%)	529.50
11	TOTAL TAX DUE (LINE 9 + LINE 10B)	3706.50
12A	PENALTY (LINE 11 x 10% IF LATE)	370.65
12B	INTEREST (LINE 11 x 0.5% x MONTHS LATE OR PART THEREOF)	111.19
13	TOTAL TAX, PENALTY & INTEREST DUE *	4188.34

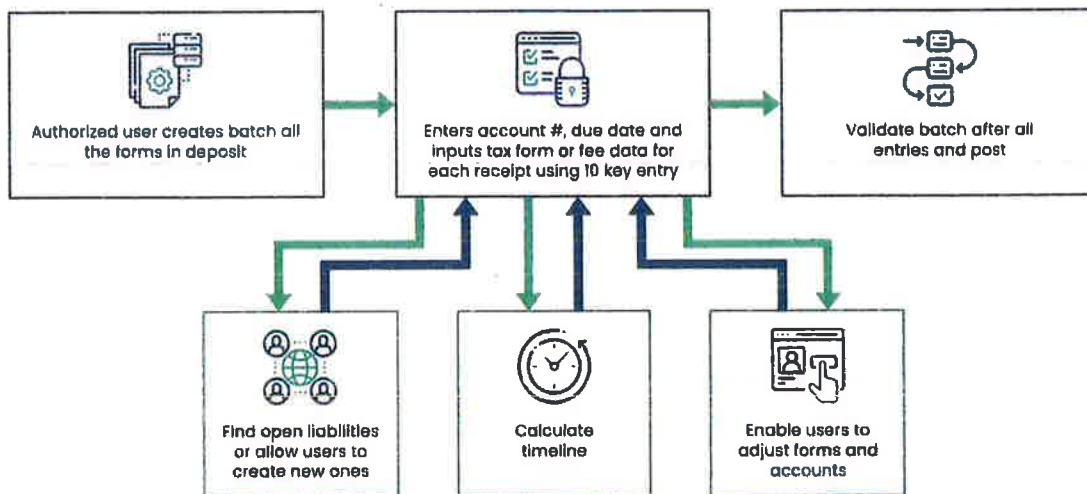
I CERTIFY UNDER PENALTY OF PERJURY THAT THE ABOVE INFORMATION IS TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE.

Business users view of a customizable tax form.

Batch Processing

The GovOS system is a fully integrated accounting system allowing administrative access to the Batch Processing/Cashiering system.

Underpayments are accepted in Batch Processing. GovOS can figure underpayments to carry the outstanding balance on specific revenue items and continue the interest/and or penalty calculation through the next date of payment. With this configuration option, revenue is recognized when cash is received.



Batch Process Workflow.

Notifications

Our Notifications Module allows administrative users to create and send notices through our easy-to-use templates and queries. Each of your jurisdictions has access to unlimited templates; our expert Support, Conversion Specialist, and Account Manager team will assist with set-up and configuration of notifications during onboarding. Your Account Manager and Support team are also available to assist with future updates.

For example, most of our communities have created delinquency notifications that include the following smart fields:

- ✓ Jurisdiction Logo
- ✓ Business mailing information
- ✓ Current Date
- ✓ List of all open tasks
- ✓ Current Account Balance
- ✓ Business Center Web Address

Our Notifications Tool allows administrative users to easily select businesses that should receive the notification. These queries can be saved for future use.

With our online system, administrative users can send Notifications via email. Our System tracks when the email was delivered and when it was opened by each business user.

Notifications are also published to the Business Center. Businesses are prompted to read all notices that 1) are email delivered and have not yet been opened, and 2) were mailed in the last 30 days. Businesses can also access all prior notices in the Business Center for a complete archive as well.



CITY OF OCEANSIDE
FINANCIAL SERVICES DEPARTMENT

December 15, 2021

[Parcel Owner Name]
[Parcel Address]
PALMDALE, CA 93550

Re: Short-term rental at [Parcel Address]

Dear [Parcel Owner Name]

Recently, the City of Oceanside contacted you requesting that you register your reporting and remitting of Transient Occupancy Tax. To date, we have not received application.

Please register your property **within five (5) days of the date of this letter** via our online licensing system called MUNIREx at <https://oceanside.munirex.com>. After registration and selecting a password, you will be prompted to utilize the following on your property:

Account Number: XXXX
Activation Code: XXXXX

Unless a completed application and TOT registration is received within five (5) days, be directed to the Code Enforcement Division.

The City of Oceanside Code Enforcement Division has been directed to enforce Code by issuing citations to property owners that are operating without having subject fail to remit transient occupancy tax. **We encourage you to avoid the citation by registering your property.**

If you have any questions about this request or feel you have received this letter in error, support at (888) 751-1911 or support@lodgingnews.com.

Sincerely,
Revenue Compliance
Financial Services Department

Configurable Notification letters sent to Business users.

CITY OF ALBUQUERQUE

CODE ENFORCEMENT
Plexus Del Sol Building, Suite 600
600 1st Street NW
Albuquerque, NM 87102
Tel: (505) 454-1850 Fax: (505) 954-1847



Timothy M. Keller, Mayor

June 25, 2021

Owner Name
Address

RE: Short-Term Rental Operation, Permit Required

Dear Name,

Based on the advertisement(s) listed below, Property Address has been identified as a short-term rental located in the city of Albuquerque. "Short term rental" means that all or a part of a dwelling unit is rented for periods of 29 consecutive days or less, per occurrence.

ADVERTISED LISTING(S) URL(S)

[Redacted URL]

Any person operating a short-term rental must have a valid short-term rental permit as required by city Ordinance, 13-19-1, Short Term Rental. A business license is also required, and operators must collect and remit lodging taxes and hospitality fees to the city. The Short Term Rental Ordinance is effective April 23rd, 2021. The city won't begin receiving permit applications until the new website is operational on May 3rd, 2021.

To apply for a short term rental license, go to <https://albuquerque.munirex.com/>. After registering your email and selecting a password, use the following information to link your property, and then complete the short term rental license application:

Account Number: [Redacted]
Account Code: [Redacted]

An application for a short-term rental license must be submitted by June 30th, 2021. Failure to comply may result in enforcement action, including but not limited to the actions specified in Section 13-19-1 of the Albuquerque Code of Ordinances.

If you have questions or concerns regarding this notification or the application process, please email support@lodgingnews.com and (888) 751-1911.

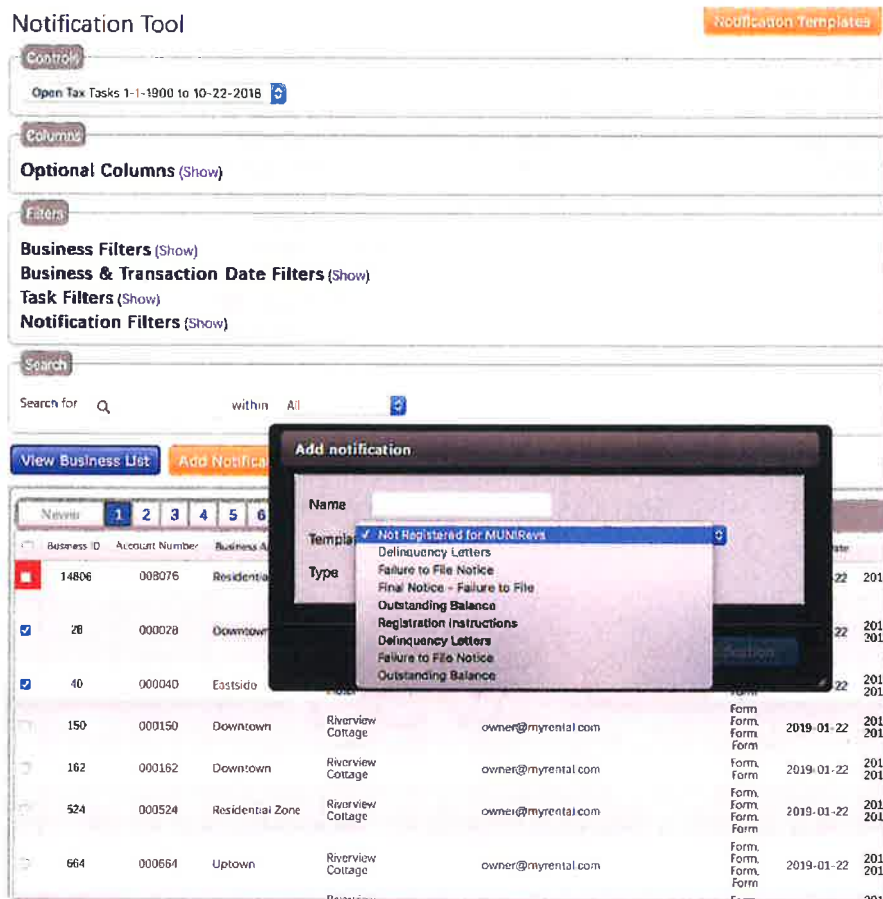
Sincerely,

Planning Department
Code Enforcement Division

Authorized administrative users can review archived notifications in a few different ways:

- ✓ At the Notifications Menu, the user can review all notifications sent. This can be filtered by status (i.e., opened or returned emails), business, type of notification, etc.
- ✓ On each business, the user can see all notifications ever sent to that business.

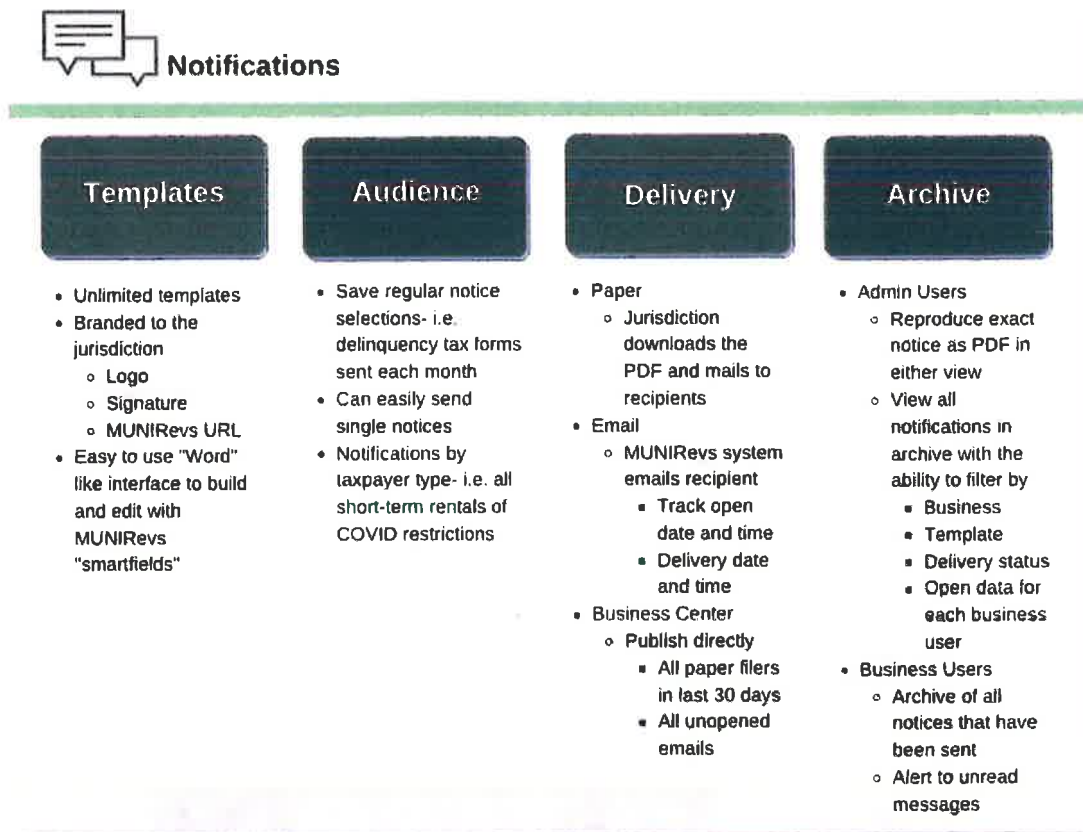
No matter which location the administrative user utilizes to review prior notifications, the user can reproduce the exact notice as a PDF document and download it for use with other departments, such as legal or court proceedings. In addition, all notification views show the date the notification was either mailed or delivered, and the date it was opened if it was sent via email delivery. All of this collected data ensures the City has all the details necessary to pursue delinquent accounts as this process accelerates within our System of record.



Admin users view of creating a Notification template.

Notifications Module

Our Notifications Tool allows administrative users to easily select businesses that should receive the notification. These queries can be saved for future use.



Notifications

- Templates**
 - Unlimited templates
 - Branded to the jurisdiction
 - Logo
 - Signature
 - MUNIREvs URL
 - Easy to use "Word" like interface to build and edit with MUNIREvs "smartfields"
- Audience**
 - Save regular notice selections- i.e. delinquency tax forms sent each month
 - Can easily send single notices
 - Notifications by taxpayer type- i.e. all short-term rentals of COVID restrictions
- Delivery**
 - Paper
 - Jurisdiction downloads the PDF and mails to recipients
 - Email
 - MUNIREvs system emails recipient
 - Track open date and time
 - Delivery date and time
 - Business Center
 - Publish directly
 - All paper filers in last 30 days
 - All unopened emails
- Archive**
 - Admin Users
 - Reproduce exact notice as PDF in either view
 - View all notifications in archive with the ability to filter by
 - Business
 - Template
 - Delivery status
 - Open data for each business user
 - Business Users
 - Archive of all notices that have been sent
 - Alert to unread messages

Admin users view of our Notification Module landing page.



"Your entire team is always there for training, support, and difficult scenarios. The amount of relief this provides is unexplainable."

Finance Department, Town of Avon, Colorado

Delinquency

The GovOS Automation system ensures taxpayers are always assessed proper liabilities. Any incomplete task is presented to the business in their Business Center, with reminders to open tasks. Our Notifications Module allows the City to automatically send notices to businesses for incomplete items using our GovOS Smart Field templates. This ensures taxpayers have all correct legal information and details to become compliant.

Our System has several crucial delinquency features to ensure the City maximizes its revenue collection efficiently. These modules include our Delinquency Module, the Notifications Module, and our Estimated Assessment Module.



Delinquency

Delinquency Module

- Easy access in dashboard
- Filter to
 - Open Task
 - Open Tax
 - Pending form/balance
 - Other account balance
 - Missing required license
- See all pertinent data on doing business in one row
 - Last notice sent, all balances, last license, expiration date, open tasks, open tax, last transaction

Notifications Module

- Custom, unlimited templates
- Smart fields have the ability to include the following in any notice
 - All open tasks
 - Missing required licenses
 - Balances

Estimated Assessment

- This optional module allows Jurisdictions to estimate or assess an amount for incomplete liabilities based on their unique needs
 - Includes additional notification smart fields and processes

Benefits of each Module.

Delinquency Module

Our Delinquency Module is available on the Dashboard for authorized City users. Collections are readily viewable and actions such as notifications, business closures and other actions can be made quickly.

The screenshot shows the 'Delinquency' module interface. At the top, there are navigation tabs for 'Dashboard' and 'Delinquency'. Below this is a 'Filters' section with several checkboxes: 'Show Open Task', 'Show Open Tax', 'Show Account Balance Pending', 'Show Account Balance Completed', and 'Show No Active License'. A 'Search' button is located to the right of these filters. Below the filters, there are two columns for 'Open Task' and 'Open Tax' with dates: '01/01/2000' and '09/07/2019'. A 'More Filters' section is also visible. Below the filters, there is a search bar and options for 'Per Page' (set to 15), 'Copy', 'Excel', and 'CSV'. The main content is a table with three columns: 'Open Tax', 'Date of Last Transaction Paid', and 'Missing'. The table contains three rows of data, each representing a different tax type with its due date, completion date, and a note about missing licenses.

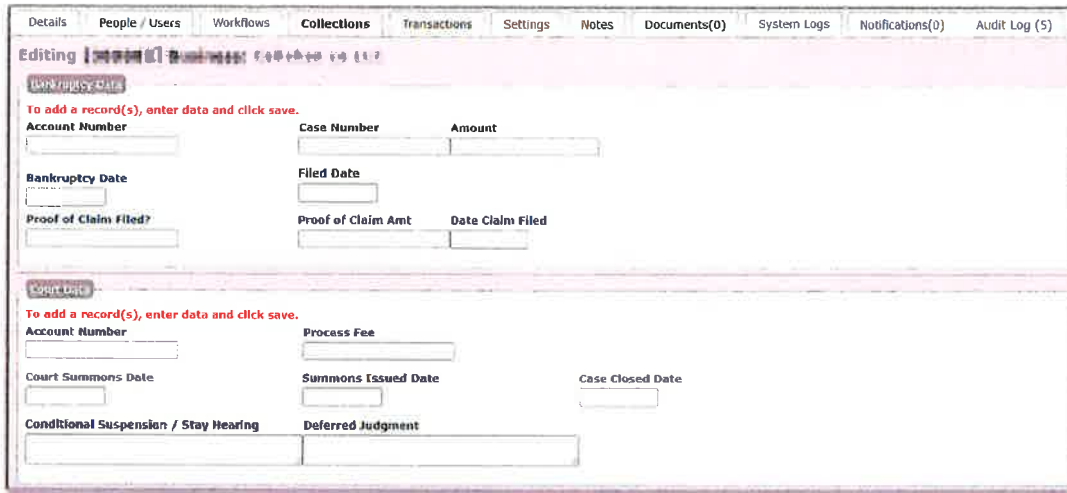
Open Tax	Date of Last Transaction Paid	Missing
Sales and Utilities Tax Form (Dec 2018) Due:01-22-2019 Accommodations Tax (Dec 2018) Due:01-22-2019	Sales Tax, Due: 2018-12-20, Completed: 2018-12-19 Accommodations Tax, Due: 2018-12-20, Completed: 2018-12-19 Payment, Due: 2018-12-20, Completed: 2018-12-19	No Active License: Business Lice
Accommodations Tax (Dec 2018) Due:01-22-2019 Sales and Utilities Tax Form (Dec 2018) Due:01-22-2019	Accommodations Tax, Due: 2018-12-20, Completed: 2018-12-20 Sales Tax, Due: 2018-12-20, Completed: 2018-12-20 Payment, Due: 2018-12-20, Completed: 2018-12-20	
Accommodations Tax (Dec 2018) Due:01-22-2019 Sales and Utilities Tax Form (Dec 2018) Due:01-22-2019	Sales Tax, Due: 2018-12-20, Completed: 2018-12-20 Accommodations Tax, Due: 2018-12-20, Completed: 2018-12-20 Payment, Due: 2018-12-20, Completed: 2018-12-20	No Active License: Vacation Men

Admin users view of our Delinquency Module landing page.

Legal Action/Payment Plans

We offer several functions that provide account details where legal action or payment plans are necessary.

In addition to our suite of Collection Modules, our Business Audit Module allows administrators to conduct audits within our System. Our Collections tab allows the City to track every court and bankruptcy case on every business record.

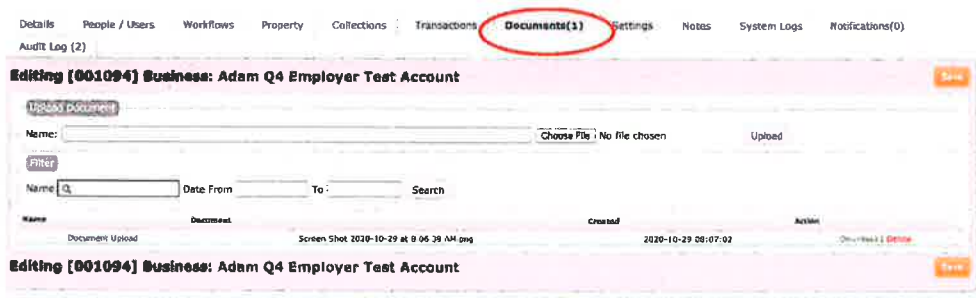


The screenshot shows the 'Collections' tab in the system interface. The page is titled 'Editing [001094] Business: Adam Q4 Employer Test Account'. It features two main sections for data entry, each with a 'To add a record(s), enter data and click save.' instruction. The first section includes fields for 'Account Number', 'Case Number', 'Amount', 'Bankruptcy Date', 'Filed Date', 'Proof of Claim Filed?', 'Proof of Claim Amt', and 'Date Claim Filed'. The second section includes fields for 'Account Number', 'Process Fee', 'Court Summons Date', 'Summons Issued Date', 'Case Closed Date', 'Conditional Suspension / Stay Hearing', and 'Deferred Judgment'. The interface includes a navigation menu at the top with options like 'Details', 'People / Users', 'Workflows', 'Collections', 'Transactions', 'Settings', 'Notes', 'Documents(0)', 'System Logs', 'Notifications(0)', and 'Audit Log (5)'. There are also 'Save' buttons at the top right of each section.

Admin users view of our Collections Module landing page.

Our Batch Processing Module allows City users to post, adjust and track account balances and payment plans.

Finally, documents can be uploaded to the Audit record and/or Business record.



The screenshot shows the 'Documents' tab in the system interface. The page is titled 'Editing [001094] Business: Adam Q4 Employer Test Account'. It features an 'Upload Document' section with a 'Name' field, a 'Choose File' button, and an 'Upload' button. Below this is a 'Filter' section with a 'Name' field, 'Date From' and 'To' fields, and a 'Search' button. At the bottom, there is a table with columns for 'Name', 'Document', 'Created', and 'Action'. The table contains one entry: 'Document Upload', 'Screen Shot 2020-10-29 at 8 06 39 AM.png', '2020-10-29 08:07:02', and 'Download | Delete'. The 'Documents(1)' tab is circled in red in the original image. There are 'Save' buttons at the top right of the page.

Admin users view of our Documents tab with our Audit Module. All documents sent are stored here.

Attachment A

1.0	Ability to track and display business entity information common to multiple departments based on permissions?	Y			Business entity information is saved with the business record and is available in reporting.
1.1	Ability to scan source documents as proof of Legal Name e.g. articles of incorporation, W-9, driver's license etc.	Y			Businesses can upload source documents into a document upload task during the application process.
1.2	FEIN or SSN (system prompts to require SSN for sole proprietor w/o employees or an individual), No duplications of FEIN or SSN	Y			We can ask the user to select their entity type and then require an SSN or FEIN based on the user selection. We will present an error message to the user if they've entered a duplicate FEIN or SNN, or if they entered a non-numerical value.
1.3	Track form of ownership: Individual, Sole Proprietor, Corporation, LLC, LP, PC etc	Y			User or admin can select type of ownership. This can be stored on the account record.
1.4	D/B/A name for multiple location addresses, GIS/Zoning information, under 1 master account number	Y			GovOS has a Location Account feature. It links business locations to a master / parent account. With other communities, we've used this feature for consolidated sales tax filing or simply to indicate parent/sub relationships and merged entities.
1.5	NAICS/SIC Code for multiple locations	Y			NAICS/SIC codes can be selected during application process or admin review.
1.6	Account Notes visible to multiple departments based on permissions	Y			GovOS can hide account notes and other areas of the site from individual users (departments) based on user permission given to them. We can share a document on user permissions and what is possible if that is helpful for the city.
1.7	Ability to link address to GIS data	Y			GovOS has an ESRI GIS API integration. The integration is used to set GIS addresses on an account as well as the tax districts associated with an address. The tax districts are available in reports.

Business License Approval Routing

2.0	License applications, renewals, and other forms can be filled out and submitted through a self-service portal over the web, 24/7.	Y				All license applications can be processed through a cloud-based portal, 24/7.
2.1	Require paperless business license routing process for approval by multiple departments: Zoning, Fire Prevention, Inspection (CO), Finance	Y				Each department can have their own approval. A department will not have the ability to approve anything on behalf of another department.
2.2	Authorized signatures required	Y				Users will enter their name, title and date when submitting a tax or registration form online.
2.3	Additional documentation required can be uploaded and attached to the Taxpayer file through the online portal.	Y				Any additional documentation can be saved to the account record.
2.4	Ability to process renewal applications by calculating the amount due based on the schedule(s) associated with the Taxpayer.			M	Y	Fees and scheduled can be configured to meet the needs of the city.
2.5	Customer and City employees are able to see where an application is in the routing process, so if there are any questions the appropriate department to contact is known in real time	Y				Customers and City employees will have access to view all items that are complete and pending during the application process. The customer will see a "Pending Approval" message in their business center while they are waiting for the city to review their business license application.
2.6	Pre-defined email notifications can be sent to an applicant (and other recipients) to communicate missing information, application status, and other critical updates.	Y				While reviewing license applications, city staff can use our inspection tab functionality to communicate application deficiencies with the applicant.
2.7	Email Licenses and Renewals Roughly 16,000 each	Y				Automated emails can be configured to send to all businesses for licenses and renewals. Renewal workflows can be set up and pushed out to the applicant in advance prior to the expiration date of the license (i.e.. 30, 60, 90 days). License renewal applications can be configured to have a different workflow or a modified version of the initial license application.
2.8	Email Delinquent Notices (Emails can be standardized and sent out at set times) Roughly 2,000	Y				Automated email reminders are sent to any applicant with outstanding tasks related to their account. The automated reminders include both tasks coming due soon and late tasks. Automated reminders are in addition to other delinquency mailings city staff want to send using our integrated notification module. Custom notification templates can be configured for both the automated reminder and delinquency mailings. Automated reminders always go out by email to the users on the account. Other notifications can go out by email or paper mail.
2.9	Ability to pre-define workflows and record types, including	Y				All workflows are designed for each specific license. Each workflow can have a variety of tasks such as information

	business logic and rules.				messages, fillable forms, document uploads, and license fees.
2.10	Pre-built reports and built-in ad hoc reporting. And the ability to develop and share custom reports.	Y			Business ad hoc and revenue reports are available 24/7. All reports are downloadable to Excel or CSV. Custom reports are available for an additional cost. We recommend clients start using our reports prior to requesting a custom report. The vast majority of our clients find our reporting suite sufficient.
2.11	Citizen's Portal showing filing history.	Y			The online portal will show all application and transactional history per individual account.
2.12	Integrated cashiering function allowing for receipt of payments not related to business licenses.	Y			GovOS has a Cashiering Module which is what your staff will use to enter in returns received on paper and process amendment returns. The Cashiering Module can be configured to work with a lockbox if needed.
2.13	Departments are alerted by email that there are applications awaiting approval in their que.		N		Different departments can be a part of the approval process and user rights can be configured so only users in a specific department can click their department approval. At this point in time, users need to login to the site to see what is in their que. We make it easy for them to know how many approvals are specifically waiting on their department. Automated alerts is an enhancement we will look at in the next 24 months.

2.14	Ability for multiple departments to work on application at the same time.	Y			Each department can work on the application at any time once the application is in the approval queue.
2.15	Upon Approval by all departments, issue license to taxpayer and generate output to notify departments of licenses issued.	Y			Our System will generate an email notification and license output for taxpayer, but the system doesn't notify departments of licenses issued via email. Department staff can easily pull a report on licenses issued in given time period for a specific license type(s).
2.16	Ability to process other license to include: Alcoholic Beverage Control Licensing ;Limousine Service Business License;Taxi Service Business License;Taxi Driver License; Home Occupation Business License;Garage-Yard Sale Permit;Special Event Permit;Mobile Food License;Peddler License;Solicitor License;Street Vendor License;Transient Merchant License	Y			GovOS can process each of these license types. Each license will be configured to their unique specifications.

Tax Revenue Registration

<p>3.0 Tax accounts and filing requirements are established based on an issued business license OR tax account registration. Tax information can only be released to authorized individuals. The system must have the ability to scan/attach/track documents and system updates regarding owners and authorized points of contact.</p>	Y			<p>We can set up required tax forms and business licenses based on the business type selected when registering a new business. City staff will be able to review and confirm the settings when reviewing the initial business application.</p> <p>Our System does not scan documents, but you can upload documents to the documents tab of the business record.</p>
<p>3.1 Track registration forms received by date and generate report for registrations pending (i.e. filed thru State site without direct city registration)</p>	Y			<p>City staff can either see registration ready for city approval in the red approval jellybean or use our report # 1 to review registrations pending approvals.</p>
<p>3.2 Track registration forms sent to License and/or Inspection Departments</p>	Y			<p>The approvals menu will display the "Date Inspection Last Sent." This will tell you the date you last reminded the taxpayer that they have an outstanding item.</p> <p>You can also use approval statuses to track where an application is at in the review process. For example, you could have a status "Waiting on License Team."</p>
<p>3.3 Track status of registration (Request date, pending status, complete)</p>	Y			<p>City staff can use approval statuses to track where a registration is at in the review process.</p> <p>We track the date a registration is submitted, but it's currently not a filtering option on our approvals menu. This is a popular enhancement request from our clients and it's on our 12 month roadmap.</p>
<p>3.4 Completed registrations - scan form & link to account</p>	Y			<p>If the registration is received online, the completed form will save automatically to the business record.</p> <p>If the registration is received on paper, your staff will enter the information into the system to create a new business record. City staff can save a copy of the paper registration on the documents tab of the business record.</p>
<p>3.5 Assign staff member responsible for account maintenance</p>		N		<p>This requirement covered in SOW as custom development</p>
<p>Document examples:</p>				
<p>3.6 Articles of incorporation/organization, W-9, drivers license</p>	Y			<p>Users can upload these documents in a document upload task as part of the license application workflow.</p>
<p>3.7 Power of Attorney forms: track effective date, expiration date, tax type & tax period authorized for individuals listed) System generated mailout when POA expires to prompt taxpayer update.</p>		N		<p>We don't have a specific POA feature.</p>

	Requirements for tax account registration (no license issued):				
3.8	Legal name of business	Y			Taxpayers will enter this information in an online fillable form.
3.9	Trade name of business	Y			Taxpayers will enter this information in an online fillable form.
3.10	Form of ownership	Y			Taxpayers will enter this information in an online fillable form.
3.11	Federal/Employer ID Number	Y			Taxpayers will enter this information in an online fillable form.
3.12	State Account ID, system limit state ID to match 1 FEIN or SSN	Y			Taxpayers will enter this information in an online fillable form.
3.13	NAICS Code	Y			Taxpayers will enter this information in an online fillable form.
3.14	Effective Date	Y			Taxpayers will enter this information in an online fillable form.
3.15	Mailing Address, Email Address, Phone, Contact name and title	Y			Taxpayers will enter this information in an online fillable form.
	Nexus Survey: Applicants will answer a brief survey of up to 10 questions. The survey answers determine tax type and potential license/permit requirement.	Y			Taxpayers will enter this information in an online fillable form.

3.6	System should track survey responses	Y			All forms are viewable to the taxpayer and city employees.
3.7	Track registrations forwarded to CT based on nexus survey				Can you please explain the desired functionality?
	Authorized/Responsible Party				
3.8	Track name of person, officer, partner, member. Title, Home Address, Phone, Email, Drivers License	Y			All this information can be collected on the registration form / license application. It will be saved to the form and/or business record. If it saves to the business record, it will be able in reporting.
	Tax Filing Frequency				
3.9	Monthly, Semi-Annual, Quarterly, Annual, One Time, Occasional	Y			Our automation supports monthly, quarterly, and annual filing frequency. One time and semi-annual filers will need to be set up manually by staff.
3.10	Track registration that indicate one time file, but continue filing	Y			City staff can use report 1 filters to identify businesses that indicated a one-time filing but have a completed filing in a defined period.
	Tax Type Requirement				
3.11	Based on nexus survey: Sales, Consumer's use, Seller's Use, Rental, Lodging, Liquor, Gasoline, Tobacco, Wine	Y			City staff can review the completed nexus survey and set up the business with the correct tax form settings based on the response.
3.12	Generate notice to taxpayer with tax type, filing frequency, filing instructions, date mailed, method of mailing	Y			City staff can use the GovOS notification module to communicate with taxpayers. Notifications can go out by email or paper mail. City staff have an unlimited of notifications templates and can add smart fields to

					each template so fields such as tax type, filing frequency, etc. automatically pull from the business record onto the notification.
Tax Filing Methods					
3.2 3	ACH Credit (must be approved & instructions must be provided after approval)	Y			ACH Credit can be approved before it is an option for the customer. Instructions can be provided via our support team or city employees.
3.2 4	ACH Debit	Y			GovOS can support ACH Debit if this is supported by your payment provider.
3.2 5	E-File or Paper (if, Paper track efile waivers)	Y			All tax information can be e-filed via the online portal. Tax return information is saved to an online form and payment can be processed online via your payment provider. Paper returns can be processed via the cashiering module.
Return/Payment Processing					
4.0	Provide a secure taxpayer portal for filing Liquor, Gasoline, Tobacco & Wine. Functionality to process tax return forms directly through the system (in Person).	Y			All tax returns can be processed through a cloud-based portal, 24/7. If the city receives a paper return, your staff will enter the return in our cashiering module.

4.1	Upload text files from specified State source and post to taxpayer account at defined intervals			M	Y	GovOS will work with the city to identify what is required in the state file upload.
4.2	Ability to process exceptions generated by upload files (no matching city account, incorrect tax type, incorrect rate, discounts taken in error)			M	Y	GovOS will work with the city to identify what is required in the state file upload.
4.3	Process ACH Credit payments made by taxpayers directly to city bank account	Y				If a taxpayer is remitting payment by ach credit, they will send the payment directly to the city's bank account without GovOS involvement. City staff will need to reconcile their bank account to returns in GovOS to ensure they received the ach credit from the taxpayer.
4.4	Process dishonored electronic payments	Y				GovOS has admin tools city staff can use to process a returned payment. The tool first subtracts the original filing amount and then assigns the form to the taxpayer to remit payment again. When the taxpayers pays for the form again, city staff will see the new transactions. The tool creates an audit trail of the initial payment, reversed out payment due to return, and then the next payment made again by the taxpayer.
4.5	Accept payments & identify payment source (State: ACH			M	Y	GovOS online payment methods include ach debit, ach credit, credit card and cash (paper return). The payment method used for each return is indicated with

	Debit or ACH Credit; Forte IVR payments; Check or Cash				the transaction in reports. GovOS will work the city to identify what payment types are included in the state file and ensure the method is available in reporting.	
4.6	Identify return source (e.g. State system, online portal, direct etc)			M	Y	GovOS will identify returns that came from the state portal so it's available in reporting.
4.7	Scan paper returns filed to account	Y				Our System does not have the ability to scan documents, but your staff can scan and save a document outside of the system and then upload to the documents tab of the business record in GovOS.
4.8	Process Tobacco Revenue Stamp Order forms			M	Y	Can the city please explain a tobacco revenue stamp order form?
4.9	Tobacco Revenue Stamps record begin & ending roll/sheet numbers purchased at wholesale or retail rate (ability to track stamp inventory?)			M	Y	Can the city please explain a tobacco revenue stamp order form?
Data Entry of following fields:						
4.10	Account # assigned by city (Auto display Name/Address, Tax Type & Frequency Requirements)	Y				The account number assigned by the city will be viewable on the tax return along with the display name. The tax type will be clearly displayed on the tax return along with the period they are paying for (i.e. – monthly, quarterly, annual return)
4.11	Period End Date (System alert for entering tax return for period previously entered)	Y				The system prevents duplicates with both automated tax forms and manual data entry. Tax form automation checks to see if an account already has a tax form due that month and if so, automation does not assign another form. Additionally, city staff will receive prompts in the cashiering module if they are entering a duplicate return - "This account already has a return due on this same date."
4.12	File Date (If filed late, calculate Failure to file penalty and interest)	Y				The online form will automatically calculate penalties if it is past the file date.
	Taxable amount by tax type:					

4.13	Gross Taxable Amount: Sales, Consumer's Use, Seller's Use, Lodgings & Rental Tax	Y				Our online fillable tax return will have a user input fields for Gross Tax Amounts: Sales, Consumer's Use, Seller's Use, Lodgings and Rental Tax.
4.14	Surcharge Fee: Lodgings Tax	Y				Our online fillable tax return will have a user input fields for surcharge fee: Lodgings Tax.
4.15	Gallons: Gas Tax	Y				Our online fillable tax return will have a user input fields for Gallons: Gas Tax.
4.16	Liters: Wine Tax	Y				Our online fillable tax return will have a user input field for liters: Wine Tax.
4.17	Per Package or Item: Tobacco Tax	Y				Our online fillable tax return will have a user input field for Per Package or Item: Tobacco Tax.

4.18	Revenue Stamp by number of rolls or sheets: Tobacco Tax	Y				Our online fillable tax return will have a user input field for Revenue Stamp by number of rolls or sheets: Tobacco Tax.
4.19	Deduction Amount	Y				Our online fillable tax return will have a user input fields for all deduction amounts allowed per tax type.
	Calculate based on data entry:					
4.20	Net Taxable by applicable rates based on tax measure	Y				Our online fillable tax return will calculate the net taxable per tax type based on user input. The cashiering module will automatically calculate the net taxable amounts as well.
4.21	Penalty (Applies to all tax types except Wine)	Y				Our online fillable tax return will calculate penalties based on file date and Huntsville penalty calculations. The Cashiering Module will automatically calculate the penalties as well.
4.22	Failure to Timely File = 10% of tax due or \$50, whichever is greater [automatically assess or allow to waive upon supervisor approval]	Y				GovOS will automatically assess the Failure to Timely File and any waiver can be accessed via the cashiering module.
4.23	Failure to Timely Pay = 10% of tax due [automatically assess or allow to waive upon supervisor approval]	Y				GovOS will automatically assess the Failure to Timely Pay and any waiver can be accessed via the cashiering module.
4.24	Interest (on tax balance due if late - rates set on a quarterly basis)	Y				GovOS online forms will automatically assess interest based on period return and file date. Any interest rate changes will need to be confirmed before the quarter starts by your staff.
4.25	Discount (SALES & LODGING ONLY, if paid timely); ST - max \$400, LDG no max	Y				All timely discounts are programmed into each tax return including the max/no max amounts per tax type.

4.26	Payment (if no payment is remitted, calculate failure to pay penalty)	Y				If no payment is remitted, our form can automatically assess fees based on the period end and file date.
4.27	Balance Due	Y				GovOS can display a balance due to customer to pay via online or mail payment. With an online system, taxpayers are not allowed to over/under pay. Any payments processed online will never create a balance. The only way a taxpayer can create a balance is over/under payment via paper.
	Generate invoice to itemize balance due by:					
4.28	Tax type	Y				Each tax type will have a specific tax return and once completed online or via the cashiering module, a total balance due will display to be paid online or via paper.
4.29	Period end date	Y				The period end date is displayed on each automated tax return, so the taxpayer knows which taxable period they are paying submitting payment for.
4.3	Penalty and interest	Y				Penalties and interest fees are itemized by each tax

0					type and displayed to the taxpayer.
4.3.1	Calculate additional interest on unpaid balance at defined intervals (GL affect interest and receivable account only)	Y			Our System can calculate additional interest on unpaid tax due through the next date of payment. The additional interest will increase the receivable due from the taxpayer. This functionality uses the GovOS "liability balance." The liability balance continues the interest and/or penalty calculation on outstanding tax due after a partial payment and recognizes revenue when cash is received.
4.3.2	Process to prevent entry of duplicate returns e.g. paper return filed with payment and ACHC return filed online w/o payment. DUP REVENUE	Y			GovOS automates one form per period which eliminates the duplicate revenue for taxpayers to pay online. Our Cashiering Module has prompts to notify you if there is a duplicate license or tax return payment (i.e. - "Open Return Found").
ADJUSTMENTS - EXCEPTIONS - OTHER					
5.0	Ability to process transactions that affect taxpayer accounts but are not related to an actual Filed Return (payment w/o return)	Y			City staff will be able to post cash received to an account when the cash is not associated with a specific return. The cash can be used to reduce an amount due on another return.

5.1	Process amended returns and generate balance due +/-	Y			Amended returns are processed through our cashiering module. After the amended return is processed, the system will generate an account balance of a credit or balance due. If the balance due is on the tax revenue item, the system can continue the interest and/or penalty calculation if required by the city.
5.2	Process non-tax payments, such as license payments, bank errors etc	Y			GovOS can process non-tax payments online or via the cashiering module. All license payments, NSF fees, bank errors can be processed via the online portal by the taxpayer or city staff.
5.3	Process Voluntary Disclosure Agreements	Y			GovOS can build a workflow to collect voluntary disclosure information on a form or ask the user to upload a required document. The workflow can have an approval task at the end if city staff want to review the submitted information.
5.4	Refunds - track and generate reports containing petition information by date filed, tax type, due date, tax period amount requested, amount approved, check information, denials, interest calculation	Y			GovOS reports have the majority of what you need for refund reporting. We do not have the ability to display the amount requested in a report nor if the request was denied, but you can save the information for both items to the notes tab of the business record. City staff can add a submission type code when processing a refund in the cashiering module. Staff can then filter reports to the refund submission type to view the taxable period, revenue items, etc. that were refunded to the taxpayer.

5.5	Audit assessment and payment processing (up to 60 tax periods)	Y				Taxpayers can remit payment for multiple tax periods at one time. We do not limit the taxable period you can use on a tax form you are assigning to a business. GovOS can collect audit amounts due in the system.
5.6	Does the system contain an audit status tracking mechanism to include multiple phases of the audit? e.g. preliminary assessment, preliminary review, final assessment, final appeal	Y			Y	GovOS has an audit module. The module includes the ability to create a new audit record, store important information related to the audit, collect audited amounts due, and run reports on audit data.

Compliance

6.0	Require system to escalate compliance status based on defined parameters (e.g. Aging, Liquor)	Y		Y	Y	City staff can filter reports and the notification module by number of days late for a specific tax form or license type. The notification module can have templates for 30 days late, 60 days late, etc. City staff can filter the data in the report to send targeted notifications based on compliance status to specific groups of businesses. If the city needs GovOS to automatically assign compliance status based on a number of days late, additional customization will be required.
6.1	Departmental account status: Active, Inactive, Delinquent, License Suspension, License Revocation Bankruptcy etc driven by compliance process	Y		Y	Y – Account Alerts	We have variety of ways to track the account's status. We can do it through account status, license status and account alerts.
6.2	Renewals without changes are not routed for approval, but may have compliance issues; system should require taxpayer to resolve outstanding tax accounts according to set parameter (e.g. delinquent return or balance due >30 days, final assessment etc) If compliance status = ? Then	Y		Y	Y	Taxpayers cannot print their license PDF if they are more than 30 days delinquent on their taxes. The system cannot require a taxpayer to remit payment on tax forms in a specific order. The taxpayer will have access to all delinquent forms in their business center.
6.3	Liquor tax compliance - For delinquent returns, a Preliminary Assessment based on a 6 month avg of previous reports or comparison	Y			Y	The GovOS Estimated Assessment Module will automatically calculate an estimated amount due based on either an average of previous filings, the highest amount of previous filings, or a minimum amount per taxpayer or filing frequency. GovOS will work with the city on the rules used to calculate the assessed amount.
6.4	Track liquor bond information: Surety Co, Amt, Eff date, cancel date, increase date, increase amount			M	Y	GovOS does not have liquor bond tracking abilities. If it's a system requirement, GovOS will need to work with the city on what's needed.
6.5	Track penalty information to evaluate qualification for waiver, None in 18 months? How many	Y				City staff can filter reports by submission type. When you want to waive penalty on a return, you add a Penalty Waived submission type. So, city staff can filter

	times penalties have been assessed?				reports for a specific account to see how many times penalty has been waived in a given period.
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6.6	Generate Tax Receivable Aging Report for 30, 60, 90, 120 Days	Y				GovOS has business task reports that allows city staff to filter aging tasks 30, 60, 90, 120 days and so on. Notification template language can be modified to send for each of the days late.
	30 Days Compliance Status = Level 1			M	Y	GovOS does not have the ability to automatically assign Compliance Statuses.
	System should track phone contact, notices mailed/emailed	Y				Our System's Notification Module will track any notices sent via paper or email. For emailed notices, the system tracks the opening time/date of the email. Phone contact can be managed via internal notes on individual record accounts.
	60 Days Compliance Status = Level 2 (Convert open invoice to Final Assessment)	Y			Y	The GovOS estimated assessment module can issue final assessments when a form is a specific number of days late.
	System should track Assessment issue date, mail date, appeal expiration (30 days from date of mailing)	Y			Y	The GovOS estimated assessment module tracks the date a taxpayer receives a proposed and final assessment.
	90 Days Compliance Status = Level 3 (Installment Agreement option)			M	Y	City staff can set up a payment plan on an account. GovOS does not have a specific module devoted to installment agreements.
	120 Days Compliance Status = Level 4 (License Suspension)			M	Y	City staff can change the status on an account when it's a certain number of days late. GovOS does not have a specific module devoted to installment agreements.
6.7	Generate Tax Delinquency Aging Report for 30, 60, 90 & 120 Days	Y				GovOS has business task reports that allows city staff to filter aging tasks 30, 60, 90, 120 days and so on. Notification template language can be modified to send different notices to certain aging taxpayer accounts.
	Assign Compliance Status based on defined parameters:					
	30 Days Compliance Status = Level 1			M	Y	GovOS does not have the ability to automatically assign Compliance Statuses.
	60 Days Compliance Status = Level 2 (Code Enforcement)			M	Y	GovOS does not have the ability to automatically assign Compliance Statuses.
	90 Days Compliance Status = Level 3 (15 Day Notice)			M	Y	GovOS does not have the ability to automatically assign Compliance Statuses.

	120 Days Compliance Status = Level 4 (License Suspension)			M	Y	GovOS does not have the ability to automatically assign Compliance Statuses.
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6.8	System should generate Installment Agreement to include up to 12 monthly payments with additional interest at statutory rate. General Ledger: Receivable and Interest Only			M	Y	GovOS does not have a specific module devoted to installment agreements, but we can support payment plans. Let's discuss requirements in the demo.
6.9	Generate & track account notices, billings, reports with fields visible based on permissions	Y				Users with transaction view permissions can see all reports with transaction data; however, they can be set up with only 'view' permissions, but not 'edit' permissions. City staff will be able to view all notifications sent to an account on the business record Notifications tab.

Reporting & Reconciliation

7.0	Assign general ledger accounts at transaction level within the system to facilitate reconciliation between bank and financial system (MUNIS) to include revenue and receivables	Y				GovOS reconciliation module sums revenue items to easily reconcile between bank and financial systems. We can add your GL number to the revenue names in GovOS so it's easy for your team to know what fund each revenue item is associated with.
7.1	Revenue by GL Account linked to process month					What is the desired functionality?
7.2	Accounting Cycle Close Process - No further edits	Y				City staff should not close the month until all in transit items have had a chance to clear the city's bank account. Your team will need to process returned payments for anything that did not clear before you close out the month. Additionally, the cashiering module will tell you if a batch has been marked as cleared in the reconciliation, so your team knows not to edit the batch.
7.3	Revenue by batch, cash receipt, daily?	Y				City staff can reconcile in GovOS daily. The recon will give you total revenue by payment method (online check, credit card, cash, ach credit).
7.4	Revenue by tax type and/or tax rate (general vs. auto)	Y				GovOS revenue reports can be filtered by tax type. They do not currently have an option to filter by tax rate.
7.5	Revenue by NAICS Code	Y				GovOS revenue reports can be filtered by NAICs code.
7.6	Tax Receivable by taxpayer account	Y				City staff will be able to view outstanding receivable balances by revenue item per account.
7.7	Tax Payment History by account and tax period end date range	Y				All historical transaction records are stored on each individual account by taxable period and due date.
7.8	License Payment History by account and license year	Y				All historical license data is stored on each account and identified by license year.
7.9	Generate Detail Taxpayer Report to include all open items with corresponding status i.e. aging, compliance level		N			GovOS does not have this feature at this time, but a "taxpayer statement of account" is a popular request from our clients. It's currently slated for release in Q3-Q4 2023.

7.1 0	Generate report of tax revenue received without an issued license	Y				City staff could use our report #1 to filter to accounts with a status= new license approval task and a status=completed tax filing to pull a list of accounts who have not renewed their license but are remitting tax.
7.1 1	Generate report of gross sales reported for taxpayers by license year	Y				Gross sales reported by taxpayers can be easily pulled by using the date filters for a particular license year.

7.1 2	Generate monthly Tax Due Notices - Failure to File Notices	Y				GovOS has an easy-to-use notification module where you can filter taxpayer accounts who are delinquent. We can generate different templates to send to certain taxpayers.
7.1 3	License Non-Renewal - Generate report of taxpayer accounts eligible for non-renewal, generate notice of non-renewal, record mailing of notice	Y				How is license non-renewal determined? City staff can use the notification module to filter to accounts, add a notification, and track the email or mailed notification.
7.1 4	License Suspension - Generate report of eligible accounts, track council action (set hearing date, public hearing date, council action date, expiration date), generate report of suspension violations on monthly basis for code enforcement)			M	Y	This is a custom report. If the report is required in the system, GovOS will need to discuss requirements with the city to REPORTING & RECONCILIATION determine a price.
7.1 5						
7.1 6	Notify departments of account closure when businesses are sold			N		GovOS has a Close Business Tool that walks the admin user through reviewing open liabilities prior to closing the account. The tool does not have the ability to automatically notify department users when an account is closed.
7.1 7	Generate report of issued licenses without tax setup by date range or license schedule	Y				City staff could use report #1 to filter to completed approvals where the account has no tax form filing frequency setting.
7.1 8	Generate report of business ownership history by name e.g. John Doe has been an officer of ABC Company for date range, XYZ Company for date range etc	Y				If you are collecting this information on the new business / license application form, you can report on it in report #1.
7.1 9	Generate report to compare tax reported by industry or specified area of city	Y				GovOS revenue reports include business filters that are configured to your needs. This frequently involves industry, NAICS, SIC, and business area /tax district reporting.
7.2 0	Customizable reporting - example: single tax type by tax period for taxpayer that may file multiple tax types	Y				Reports have multiple options for filtering and searching data.
7.2 1	Generate report to compare annual license revenue to annual sales gross sales tax reported	Y				City staff can compare revenue items monthly or annually in the Prior Year Revenue Comparison Report.

Exhibit 1 – Scope of Work

- ✓ Tax Form Customization.
 - Standard Local Tax Return.
 - Gasoline Tax Form.
 - Liquor Tax Form.
 - Tobacco Tax Form.
 - Wine Tax Form.

- ✓ License Applications & Annual Tax Return (Fee).
 - Commercial Based Business License.
 - Residential Based Business License.
 - Businesses Not Physically Located in Huntsville.

- ✓ Other Forms.
 - Refund Petition - Direct.
 - Refund Petition - Tax Paid to Seller.
 - Petition for Review.
 - Tax Information Authorization.
 - Tax Disclosure Agreement.
 - Tax Registration Form.
 - Change of Taxpayer Registration.

- ✓ Payment Gateway Integration.
 - GovOS will integrate with the city's chosen payment gateway.

- ✓ ESRI GIS API Integration.
 - GovOS will build an interface to the city's ESRI GIS system. The integration includes validating an address and setting the appropriate tax district(s) and business area(s) on the account based on the confirmed address. The integration will be present on the new business registration screen and when admins are creating a new account on the back end. Please note any third-party interface costs from the city's GIS system will be at the customer's expense. Specific functionality will be documented in an agreed upon SOW.

- ✓ Audit Module, Task, Report and Notifications.
 - GovOS will work with the city to configure the audit module layout and task and will create the notification templates and audit report. Specific functionality will be documented in an agreed upon SOW.

- ✓ Assessment Module.
 - GovOS will work with the city to configure the estimated and final assessment process, including when a return qualifies for assessment, how the assessment is calculated and collected, and how the city notifies the taxpayer about the assessment. Specific functionality will be documented in an agreed upon SOW.

- ✓ Txt File Import from State.
 - GovOS will work with the city to configure the state file import(s). This includes mapping the returns in the file to accounts in GovOS and displaying exceptions to the city for review. Specific functionality will be documented in an agreed upon SOW.

- ✓ Tobacco Revenue Stamp Order Forms.
 - GovOS will work with the city to build the features required for the Tobacco Revenue Stamp Order Forms. This includes the ability for taxpayers to request additional rolls and the ability for the city to enter a roll number range and calculate remaining rolls. Specific functionality will be documented in an agreed upon SOW.

- ✓ Liquor Bond Tracking.
 - GovOS will work with the city to build the features required for Liquor Bond Tracking. This includes the taxpayer workflow required to apply for a liquor bond and the ability for the city to run a report on the bond data. Specific functionality will be documented in an agreed upon SOW.

- ✓ Compliance Process Configuration.
 - GovOS will work with the city to configure the Compliance Process. This includes automatically assigning a compliance status based on delinquency and moving an account through the compliance process workflow. Specific functionality will be documented in an agreed upon SOW.

- ✓ Ability to Assign Staff to Accounts.
 - GovOS will work with the city to build the features required to Assign Staff to Accounts. Specific functionality will be documented in an agreed upon SOW

- ✓ Accounting System Integration.
 - GovOS will build an interface from GovOS to the city's accounting system. The interface will send reconciled revenue from GovOS to the accounting system. Please note any third-party interface costs from the city's accounting system will be at the customer's expense. Specific functionality will be documented in an agreed upon SOW.

- ✓ Tyler Cashiering Integration.
 - GovOS will build an interface from GovOS to Tyler Cashiering to automatically send the cash/check payment amount received to Tyler with the goal of eliminating duplicate data entry between the two systems. Please note any third-party interface costs from Tyler will be at the customer's expense. Specific functionality will be documented in an agreed upon SOW.

Project Pricing

Our solution is a package of the below service applications.

Onboarding - \$115,000

- ✓ Customization of site address and branding (e.g., city.govos.com).
- ✓ Data import of business records and transactions.
- ✓ GovOS will configure the standard local tax return, gasoline tax form, liquor tax form, tobacco tax form and wine tax form. Payment Gateway API setup, ESRI GIS API setup, and interface to accounting system setup.
- ✓ Tobacco revenue stamp, liquor bond tracking, compliance process configurations, state .txt file import, and additional customizations
- ✓ Web-based training for jurisdiction staff. Unlimited, ongoing phone and web support are provided to all administration staff as part of monthly hosting and support.
- ✓ Unlimited email and phone support for all businesses.

Cloud Software - \$400,000 Annual License

- ✓ Includes required tax forms.
- ✓ Licensing Module includes automated annual renewals.
- ✓ Unlimited user logins for both business and jurisdiction users.
- ✓ Unlimited phone and email support to business and administrative users.
- ✓ Software hosting and license fees.
- ✓ Server and IT infrastructure, including 24/7/365 maintenance and support.
- ✓ Daily data backup, managed by our expert IT team.
- ✓ Enhancements released to all equivalent GovOS versions.



Onboarding

Onboarding Deliverables

- ✓ Our team customizes your site and includes your branding (e.g., name.govos.com).
- ✓ We work closely with your team to import all business records and transaction data.
- ✓ We collaborate with your staff to build and design a registration workflow and tax form that meet the exact needs of your jurisdiction, including auto-calculations of tax, penalty and interest.
- ✓ You will be assigned a Conversion Specialist to guide you through your onboarding and provide web-based training for Jurisdiction staff.
- ✓ Unlimited, ongoing phone and web support are provided to all administration staff as part of monthly hosting and support.
- ✓ Unlimited email and phone support for all businesses.

Continued Hosting & Support

- ✓ Ongoing maintenance and support from our account management team.
- ✓ Licensing Module includes automated annual renewal noticing.
- ✓ Unlimited user logins for both business and jurisdiction users.
- ✓ Unlimited phone and email support to business and administrative users.
- ✓ Software hosting and license fees.
- ✓ Server and IT Infrastructure, including 24/7/365 maintenance and support.
- ✓ Daily data backup, managed by our expert IT team.
- ✓ Enhancements released to all equivalent GovOS versions.

PHASE I: DISCOVERY PHASE

- ✓ License application and fee requirements. NOTE: Fee requirements can be sent later in the implementation process while the city is transitioning their fee structure.
- ✓ Tax form requirements for each of the tax forms.
- ✓ ESRI GIS API requirements. Includes required tax district / business area settings.
- ✓ Audit module requirements.
- ✓ Estimated assessment requirements.
- ✓ Txt file import from state.
- ✓ Tobacco revenue stamp order forms.
- ✓ Liquor bond tracking.
- ✓ Compliance process configuration.
- ✓ Ability to assign staff to accounts.
- ✓ Interface to accounting system.
- ✓ Cashiering interface to Tyler.

PHASE II: REQUIRED DATA AND MATERIALS

- ✓ Jurisdiction staff to provide business records and transaction data for import into our System in Excel/CSV format.
- ✓ Jurisdiction staff to provide required tax forms.
- ✓ Jurisdiction staff to provide license applications and fee calculations.
- ✓ Jurisdiction staff to provide Payment Gateway API.
- ✓ Jurisdiction staff to provide ESRI GIS API credentials.
- ✓ Jurisdiction staff to provide requirements for the audit record, audit collection task and audit notifications.
- ✓ Jurisdiction staff to provide Txt file import from state requirements.
- ✓ Jurisdiction staff to provide tobacco revenue stamp order forms requirements.
- ✓ Jurisdiction staff to provide liquor bond tracking requirements.
- ✓ Jurisdiction staff to provide compliance process configuration requirements.
- ✓ Jurisdiction staff to provide ability to assign staff to accounts requirements.
- ✓ Jurisdiction staff to provide interface to accounting system requirements.
- ✓ Jurisdiction staff to provider cashiering interface to Tyler requirements.

PHASE III: PROGRAMMING & CONFIGURATION

- ✓ Create customized URL (for example "city.govos.com") and branding.
- ✓ Import business records and transaction data for historical reporting and business owner reference. GovOS balances all data to jurisdiction reports.
- ✓ Customize required tax forms.
- ✓ Build license application and fees.
- ✓ Integrate with Payment Gateway and test payments.
- ✓ Configure the GIS API integration.
- ✓ Configure the audit module, task, report, and notifications.
- ✓ Configure the assessment module.
- ✓ Configure the txt file import from state.
- ✓ Configure the tobacco revenue stamp order forms.
- ✓ Configure the liquor bond tracking.
- ✓ Configure the compliance process.
- ✓ Configure the ability to assign staff to accounts.
- ✓ Configure the interface to accounting system.
- ✓ Configure cashiering interface to Tyler.

PHASE IV: USER ACCEPTANCE TESTING

- ✓ Complete User Acceptance Testing. Done throughout the implementation as GovOS finishes configuration.
- ✓ Tax forms. Includes taxpayer view and manual data entry in batch processing. Discussion around the process of Tyler cashiering & GovOS batch processing.
- ✓ License application.
- ✓ GIS API integration.
- ✓ Audit module.
- ✓ Assessment module.
- ✓ Txt file import from state.
- ✓ Tobacco revenue stamp order forms.
- ✓ Liquor bond tracking.
- ✓ Compliance process configuration.
- ✓ Ability to assign staff to accounts.
- ✓ Interface to accounting system.
- ✓ Installment agreements.
- ✓ Cashiering interface to Tyler.

PHASE V: GO LIVE

- ✓ GovOS to conduct remote training with jurisdiction staff.
- ✓ Assist jurisdiction in preparing registration letters to businesses with GovOS Activation Codes and registration instructions.
- ✓ Jurisdiction stops entering activity into their former system. GovOS loads in interim business data, transaction data and open liabilities for businesses into GovOS.
- ✓ Business users register in the system on the go live date and begin remitting taxes and completing their license application(s).

Onboarding Overview

Each project is different, and each workflow has specific needs. GovOS will begin the onboarding by defining goals and understanding what success will look like for your team. Our team will review what configuration options are available and tailor your forms and workflows accordingly.

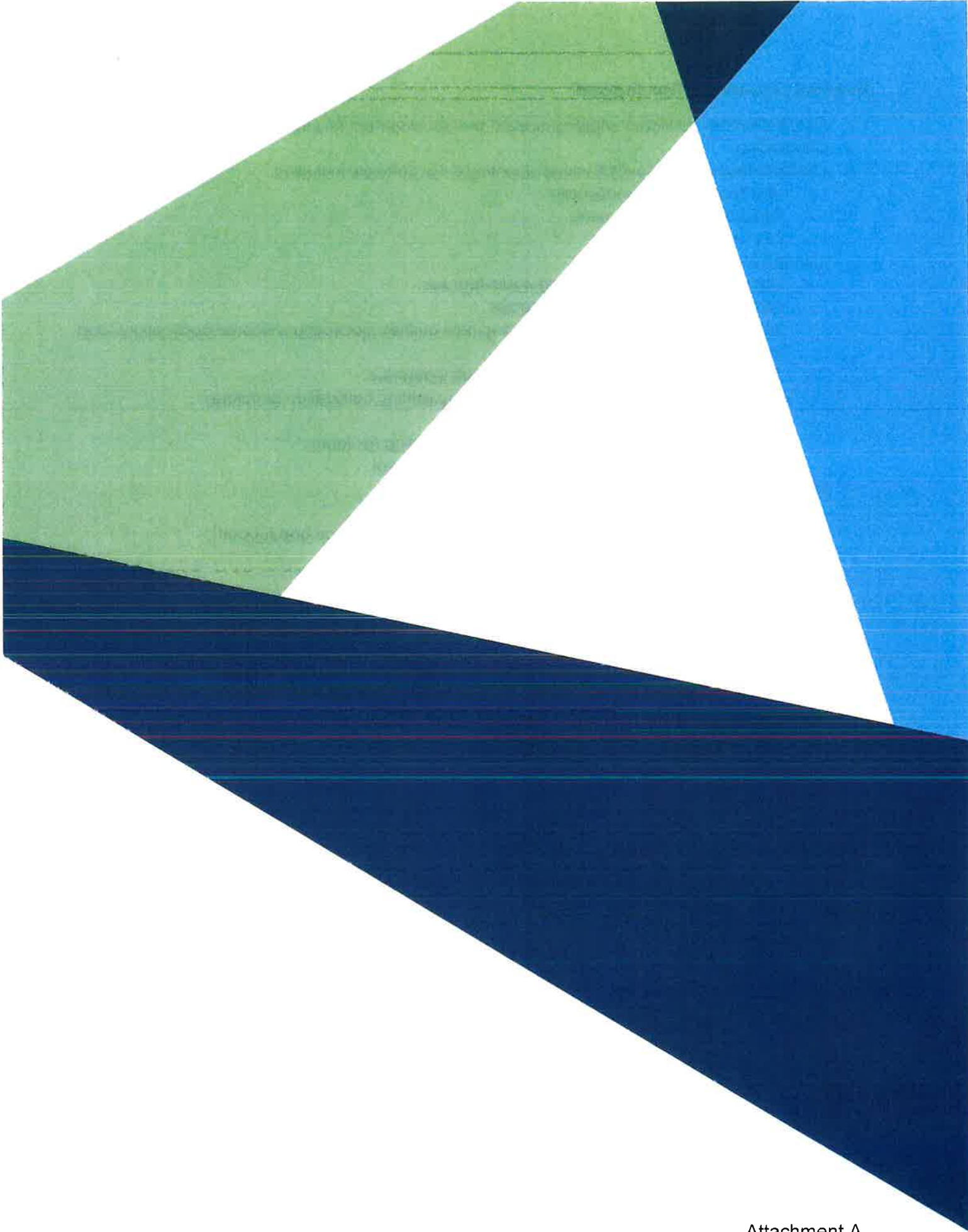
Below is an example of your estimated onboarding effort for a complete Business License & Tax solution. Your specific solution will be adapted to the products and features purchased. (8-9 Months)



One of the benefits of working with GovOS is that we make every effort to take the heavy lifting away from your staff and onto the GovOS onboarding team. The GovOS Services Team will be with you every step of the way to iterate your processes, train your team, and launch the BLT Solution. GovOS' experience onboarding our system will help ensure a smooth setup and launch.

Business Licensing & Tax Support

- GovOS provides significant ongoing support and development to your system after initial onboarding:
- Standard Releases of GovOS Business Licensing & Tax Software including:
 - New features and functionality
 - Performance improvements
 - Bug fixes
- Configuration:
 - Onboarding of standard, configurable features.
 - Edits to configurable features or tables.
 - Updates to existing workflows, including new business applications, license applications, and account information update requests.
 - Changes to or addition of a flat rate or calculated fee.
 - Building new notification templates or editing existing notification templates.
 - Edits to FAQs and business center messages.
 - Updates to a tax, penalty, or interest rate on existing tax forms.
 - Updates to the field names and help text on tax forms.
- Infrastructure:
 - Software hosting and license fees.
 - Service and IT infrastructure, including 24/7/365 maintenance and support.
 - Daily backups managed by our expert IT team.



Project Personnel

We deliver an integrated sales and customer service unit model that is unique to the marketplace. Our heightened accountability model empowers our associates to make decisions and advocate for your configuration requirements, making it quicker and easier for you to do business with us. Your Account Team will quickly build a relationship with you and your team by developing an intimate knowledge of your needs, objectives, culture, and philosophy.

Your GovOS Account Team will consist of:



Matt Polovich

Enterprise Account Executive

+13 years of experience in technology sales

Helping state and local government identify technology solutions to achieve strategic goals since 2011.

Matt is your point of contact for the City of Huntsville



Haleigh Lyon, CPA

Director of Product

Manages the Licensing and Tax Product

She puts her CPA background to work, leveraging her critical attention to detail and effective process management. Her energy as a leader has guided her team through years of very rapid growth. She is passionate about improving efficiencies by taking processes online and finding creative ways to solve her client's complex problems.



Kyra Fosnot

Director of Support

Oversees support for all clients and end users of the BLT/STR software and Single Filing Portal

Kyra has been overseeing jurisdiction and business owner needs on our support team for the last 9 years. She leads the support team in delivering high- quality customer service, responsiveness, and efficient operations. Under Kyra's leadership, the support team continually receives accolades from business owners and jurisdiction staff.



Brayden Reese

Customer Success Manager

Engages with our customers to drive adoption and demonstrate our ongoing product & services value

Brayden works with Business, License & Tax and Short-Term Rental customers at GovOS. With his product knowledge he ensures all customers are exceeding their outcomes. Brayden is an expert in guiding the customer from post-sale to a successful tenure with GovOS.



Orion Olin

Account Manager

Has led 32+ customers to success with STR

Orion holds a degree in Business Administration- Engineering Management and specializes in jurisdiction staff support. His diligence ensures ongoing Module support exceeds expectations. He works closely with City and County staff in review and training.

Information Security

Our infrastructure is Amazon Web Services (AWS) based. We have extensive security and monitoring in place. Our data in transit (website to the database, database to the site) is encrypted using industry standard SHA-256RSA algorithms, and our data at rest (stored in the database) is encrypted using AES-256 encryption algorithm.

Security Overview

GovOS security objectives are driven by our government entity client needs. Our online business compliance platform and short-term rental compliance tools provide the highest level of security and privacy available to meet the needs of our clients.

GovOS has established operational requirements that support the achievement of security commitments, relevant laws and regulations, and other system requirements. Information security policies define an organization-wide approach to how systems and data are protected. These include policies around how the software is designed and developed, how the system is operated, how the internal business systems and networks are managed, and how employees are hired and trained. In addition to these policies, standard operating procedures have been documented on how to carry out specific manual and automated processes required in the operation and development of the GovOS platform.

Infrastructure & Security

Our systems are developed for and utilize **cloud-based technology** for better and faster access anytime, anywhere.

- ✓ The primary infrastructure used to provide the GovOS system is **Amazon Web Services(AWS)**.
 - AWS hosts both our applications and our client data.
 - Our solution security leverages Amazon's multi-billion-dollar investment in security and infrastructure.
 - This ensures a highly secure and reliable, scalable, and low-cost infrastructure platform in the cloud.
 - Competitive solutions use private clouds and have significantly less investment in security.

- ✓ Our servers all have **24/7 monitoring** and instant alerts for any unusual activity including, but not limited to:
 - Spiking CPU usage
 - High memory usage
 - Low disk space
 - Attempted attacks from outside parties

- ✓ Our environment utilizes **redundancy systems for high availability**, i.e., if any server is loobusy, another is used.
 - Real-time, instantaneous backups in multiple regions.
For example, if there is an outage in California, we can move to servers in another region to minimize any downtime.
- ✓ GovOS uses encryption technologies to protect customer data both at rest and in transit. This means that all data, both on the site and in the database, is secured via the highest encryption protocols.
- ✓ All web servers and database servers are behind a smart load balancer that restricts access from certain locations. This functions as an additional firewall, which can detect attacks and attempts to disrupt service.
- ✓ Secure Server Administration is only accessible to a limited number of GovOS administrators via secure VPN (Virtual Private Network) connections utilizing the latest multi-factor authentication technology.
- ✓ Multi-factor authentication (MFA) is required for administrator access to our System. Usernames and passwords are important but are vulnerable to cyber-attacks. MFA enhances our product security by requiring users to identify themselves by more than a username and password.

GovOS Business Licensing & Tax is SOC 2 Certified

- ✓ GovOS is an industry leader in safeguarding customer data and unlike our competitors, our Business Licensing & Tax software is SOC 2 Type I and Type II certified.
- ✓ Independent auditors found that not only do we have the latest best practice security policies in place, but we follow them rigorously.

Optional Modules

Accommodation Tax Collection

GovOS is the industry leader in online tax collection and provides an unparalleled tax minded solution. By utilizing our GovOS Tax Collection Module in addition to the Registration Module, the City can provide a one stop shop for STR owners and managers to manage their compliance obligations. Additionally, City staff benefit from greater efficiency by choosing to add-on our integrated Tax portal.

Fee & Tax Collection System

Our GovOS Tax Collection portal and payment processor integration allows for quick and easy tax filing. Our solution takes a proactive approach to encourage timely tax remittance by creating an automated tax obligation each filing period. This sets us apart from other vendors who may rely on taxpayers taking the initiative to remit their accommodations tax.

Through this portal, accommodation tax forms are assigned to each property account. Authorized users are notified of the tax form's availability and due date. The tax form appears as open and incomplete in the users' action center until it is completed, filed, and paid. Automated reminders are sent to property owner/agency users regarding all incomplete tasks to encourage completion without requiring City staff time. Reminders are sent weekly by email.

Custom Electronic Tax Forms

Your Account Manager and Conversion Specialist work closely with City staff to design the layout and logic of tax form(s) for business users. All auto-calculations, penalty/interest fees, and exemption explanations will align with your tax form requirements and are accessible via mobile devices.

Business users can underpay tax forms by mailing in a check less than the amount due. Unlike other vendors, the remaining amount due is an outstanding liability presented to the taxpayer. In the online tax form version, users will need to pay the full amount due. City staff will no longer spend time chasing unpaid penalty & interest because the online form requires the user remit tax plus penalties plus interest to submit the filing.

Bulk Filing for Property Managers

The GovOS bulk filing solution is designed to make it easy for property managers to remit tax on a per property basis. Managers simply need to copy tax remittance data from an excel template (provided by GovOS) into the bulk filing solution. Tax calculates per property automatically. The manager can check out with one easy payment for all tax forms.

Fee & Tax Revenue Reporting

GovOS offers extensive revenue reporting. The City will have access to reporting with the Registration Module. If the City adds the Fee & Tax Collection Module, revenue reporting will provide a full picture of STR activity in the City of Huntsville. The City will not need to merge reports from different systems to identify and report on STR revenue collections.



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Terms of Use

GovOS Business Licensing

Welcome to GovOS, Inc. GovOS is a Delaware corporation having a business address at 8310 N. Capital of Texas Highway, Building 2, Suite 250, Austin, Texas 78371 ("GovOS").

These TOU are incorporated into and a part of the contract between GovOS, Inc. (hereinafter "GovOS," "we," "us," or "our"), and you ("you," "your," or "Customer") under which GovOS provides you a subscription to access either (or both) the GovOS Business Licensing & Tax platform or the Short-Term Rental platform as set forth in your Agreement with us. This includes each application and functionality as provided for in your Agreement and all related content such as text, information, images, applications, templates software and other information, services and materials (collectively, the "Service") and all information made available to you or by you through the platform.

"Customer" shall mean the entity or person that has signed a contract with GovOS for use of the Service, and a User shall include a unique user of the Service whether a Customer or not (as defined by unique URL, IP address or other unique identification). A signed proposal or other signed document agreeing to the provision of Services and these TOU constitute the contract between us and are collectively referred to herein as the "Agreement."

Any new features that augment or enhance the current Service, including the release of new features and resources, shall be subject to this Agreement. You agree to use the Service at your own risk, and you understand GovOS is not responsible for the data or content uploaded or posted by you as a Customer or any User.

1. Subscription to use the Services.

Subject to the terms of the Agreement and provided Customer is current on its fees under the Agreement, GovOS grants, and Customer hereby accepts, a nonexclusive, nontransferable, revocable subscription to access the Service during the Term of the Agreement (the "Subscription"). The Service is cloud-based. This means we are not going to provide you or any User any software that is downloaded or a license to use our software. Rather, your Subscription authorizes you to access and use the Service which remains in the cloud. The Subscription provided is only for the use of Customer. Customer may only allow its personnel (employees or agents) to have administrative access to the Service who are authorized to use the platform and have registered for an account and understand and agree to these TOU ("Authorized Users").

Customer may also allow non-administrative access to the platform to its customers, constituents, taxpayers, property owners, property managers, registrants, permittees, or licensees (hereinafter a "Business") solely for purposes consistent with Customer's use of the Service.

We spent a lot of time and resources creating our software and the Services, so we want to protect them. This means there are things a Customer and User cannot do relating to the Service. Specifically, you as a Customer are prohibited from and agree not to, and will not allow your Users, under any circumstances to (i) license, sublicense, sell, resell, transfer, assign, distribute or otherwise commercially exploit or make available to any third party the Service or the content in any way except as provided for herein; (ii) modify or make derivative works based upon the Service or the content; (iii) create Internet "links" to the Service or "frame" or "mirror" any content on any other server or wireless or Internet-based device; or (iv) reverse engineer or access the Service in order to (a) build a competitive product or service, (b) build a product using similar ideas, features,

functions or graphics of the Service, or (c) copy any ideas, features, functions or graphics of the Service. Any and all rights not expressly granted hereby to the Customer are reserved by GovOS.

There are some other things Customers, and their Users cannot do because we believe they are wrong. The Service may not be used in any way (i) that is illegal or promotes illegal activities or in a manner that might be libelous or defamatory or otherwise malicious or harmful to any person or entity, or discriminatory based on race, sex, religion, nationality, disability, sexual orientation, or age, or is otherwise indecent (ii) to send or store infringing, obscene, threatening, libelous, or otherwise unlawful or tortuous material, including material harmful to children or violative of third party privacy rights; (iii) to send or store material containing software viruses, worms, Trojan horses or other harmful computer code, files, scripts, agents or programs; or (iv) to interfere with or disrupt the integrity or performance of the Service or the data contained therein.

If you or any of your Users violate these TOU, we reserve the right, in our sole discretion, to suspend or terminate your Subscription with or without advance notice. If we learn that data stored by the Customer and/or User is in violation of any law, infringes third party rights or violates these TOU, we may immediately bar access to such data without prior notice to the User or Customer. The Customer and/or User shall be promptly notified by GovOS of any such action under this provision.

2. Creating an Account to use the Services.

To obtain access to certain Services, you will be required to obtain an account with GovOS (become a "Registered User"). Once a Customer has signed an Agreement, your Users will register with the Service and set up their user profile including username and security credentials. Until a User registers, their access to the Service will be limited to the areas of the Service, if any, that are available to the general public. Each Customer will have at least one (1) administrator who will have the ability to set up individual user accounts up to the amount authorized in the Customer's subscription. When registering with us you must and be sure any Authorized Users: (a) provide true, accurate, current and complete information as requested when establishing an account (such information being the "Registration Data") and (b) maintain and promptly update the Registration Data to keep it true, accurate, current and complete.

We may withdraw access of a User at any time in our sole discretion if a User violate these Terms of Use. Each User will need to have their own distinct account. If a Customer has more than one User, they will each need to register for a distinct Account. Each User must keep their account and passwords confidential and not authorize any third party to access or use the Service on their behalf unless we provide an approved mechanism for such use. You must contact us right away if you suspect misuse of your account or any security breach in the Service. The Customer is responsible for all activities that take place with your account. We will not be liable for any loss or damage arising from any unauthorized use of your account(s).

If a third party such as an employer provided you your account, that party has rights to your account and may: manage your account, reset your password, or suspend or cancel your account; view your account's usage and profile data, including how and when your account is used; and read or store content in your account.

3. Implementation.

GovOS and Customer will cooperate to ensure timely and accurate implementation and delivery of services. You will be required to provide certain information to allow us to set-up and implement the Services. This may include your local legal requirements, tax and fee requirements, compliance standards, and Business notification preferences.

Implementation will also require you provide us merchant processing credentials so we can direct deposit revenues associated with the registration and licensing fees paid through the Service. GovOS has been configured to interface with preferred vendors to provide payment gateway services. GovOS can create an interface compatible with other payment gateway vendors you select which will be billed at a professional services rate of \$225.00 per hour.

You acknowledge our ability to correctly and timely implement forms, templates, workflows and other elements necessary to provide the Services is dependent upon cooperation from you. Customer will participate in user acceptance testing as requested by GovOS. GovOS is not responsible for delays or other consequences resulting from Customer's failure to timely provide accurate information or participate in user acceptance testing.

Payment of fees will not be reduced, delayed or modified as a result of Customer's failure to meet this obligation.

4. Term and Termination.

The Agreement will be effective upon the execution of the Agreement by Customer. Unless expressly set forth elsewhere in your Agreement with us, the initial term of the Agreement will be for one year. The parties may, by mutual consent, renew the Agreement for additional terms of the same duration as the initial term. The Customer shall give notice of its intent to renew at least sixty (60) days prior to the expiration of the current term. Either you, or we may terminate the Agreement for a material breach by the other party if, after thirty (30) days written notice of such breach, the breach remains uncured.

In the event of termination your access to the Service will be terminated. You will return or destroy all GovOS confidential information, and upon request, provide a written certification of the same. If you request a copy of Customer Data within our system within thirty (30) days of termination, we will export all Customer Data within our system in CSV format. Upon request, but at our discretion, we may provide Customer Data in other formats for a fee at our then current professional services rate. You agree and acknowledge that we have no obligation to retain Customer Data beyond thirty (30) days after termination and that Customer Data may be irretrievably deleted after that time without further notice to you.

5. Payment and the Services.

Fees for the initial term are due upon execution of the Agreement. We will send you an invoice for the initial term upon execution of the Agreement. We will send an invoice for any renewal term no less than thirty (30) days prior to the beginning of the renewal term. All invoices are due in full within thirty (30) days of the invoice date.

Your continued use (subscription access) of the Service is contingent upon timely making all payments as provided for in the Agreement. If all or part of any payment is more than sixty (60) days late GovOS reserves the right to suspend your service. We will provide you advance notice of suspension to avoid unnecessary interruption in service. GovOS reserves the right to impose a reconnection fee in the event you are suspended and thereafter request access to the Service. If all or part of any payment remains past due more than ninety (90) days, we reserve the right to cancel your Subscription. We will provide you at least ten (10) days advance notice prior to cancelling your Subscription.

The price for the Service excludes all taxes and charges (sales or otherwise), unless stated in your

contract for service. You are responsible for any taxes owed related to the provision of the Service excluding tax related to our income for selling the Service. Depending on the legal jurisdiction of Customer, we may add and collect tax in addition to payment for the Service. If you are exempt from any or all taxes, you are responsible to provide us a tax-exemption certificate within thirty (30) days of the start date of your Subscription.

In addition to any of our fees, you may incur and responsible to pay charges incidental to using the Service such as charges for merchant processing fees, Internet access/data or other third-party connection fees related to your accessing and using the Service.

6. Cloud Availability, Support, Maintenance, and Service Level Targets.

a Cloud Availability Level. GovOS will use commercially reasonable efforts to provide 99.5% Application Availability measured per calendar quarter (the "Reporting Period"). Application Availability is measured monthly by subtracting from 100% the total percentage of 5-minute periods during the Reporting Period for which there is no external connectivity and the Subscription Services do not respond to data requests ("unavailability"), unless such unavailability results from an Exclusion.

Exclusions means Planned Maintenance (defined below), interruptions or delays in providing the Subscription Services resulting from telecommunications or Internet service provider failures or any third party's acts, errors or omissions or any systems not provided by GovOS, including computer, telecommunications, internet service provider or hosting facility failures or delays involving hardware, software or power systems not within GovOS' possession or reasonable control, and denial of service attacks against internet infrastructure providers ("DDOS").

Planned Maintenance means those times GovOS will require that business critical components of the system be taken offline for deployment of releases, latest security patches, or applying network/infrastructure changes for service improvement maintenance. GovOS will make all reasonable efforts to not perform any Planned Maintenance during Business Hours. GovOS will provide reasonable advance notice of any Planned Maintenance.

b Customer Support. As part of your Subscription, we will provide Support for you as a Customer. Support resources are available via e-mail or phone from 8 AM to 5 PM Mountain Time, Monday through Friday, excluding holidays.

Support to you includes questions surrounding how to use a feature within the Service. It also includes troubleshooting any issues you run into through bugs or product deficiencies. Support does not include consulting services such as achieving your end-to-end goals, modifying the overall workflow of your solution, or high-level accomplishment needs ("Professional Services"). We will notify you prior to performing work on any request we consider a Professional Service as well as a proposed cost.

c Maintenance. Services provided to you are cloud-hosted solutions where maintenance and improvements are being rolled out to your platform as they are developed. While some of these improvements enhance your user experience and are noticeable changes to the platform, others are performance related and work behind the scenes. Your Subscription includes access to these improvements as well as continued maintenance to the Service.

d Service Response Level. GovOS will use commercially reasonable efforts to meet or exceed the following service level targets:

Severity Level	Description	Response Target*	Resolution Target
Priority 0 (P0)	Total loss of system functionality. Significant loss or corruption of data or images.	Within 15 minutes	Within 8-10 hours
Priority 1 (P1)	Significant loss of functionality preventing business goals from being attained. Workaround not acceptable.	Within 2 business hours	Within 14 business days
Priority 2 (P2)	Anomalies in system function or administration that require assistance. Non-urgent product issue or question.	Within 8 business hours	Within 14-21 business days
Priority 3 (P3)	Minor, temporary, or infrequent issues that affect a limited number of users. Administration issues or questions that are not urgent.	Within 12 business hours	To be determined by the Product team based on level of effort and workload.

*The calculation of Response Target time periods commences once GovOS acknowledges receipt of a Support request during the Support Operation Team's normal business hours.

7. Customer Account Responsibilities.

You are responsible for all activity occurring under your Customer and related User account(s) and shall abide by all applicable local, state, national and foreign laws, treaties and regulations

in connection with your use of the Service, including those related to data privacy, international communications and the transmission of technical or personal data.

In addition, you shall be responsible for abiding by any and all internal policies, procedures and regulations, which are required, by your employer and/or the applicable administrators of your account.

You shall: (i) notify GovOS immediately of any unauthorized use of any password or account or any other known or suspected breach of security; (ii) report to GovOS immediately and use reasonable efforts to stop immediately any copying or distribution of content that is known or suspected by You or other users to violate this Agreement or the intellectual property rights of third parties; and (iii) not impersonate another User or provide false identity information to gain access to or use the Service.

GovOS understands the importance of data security and controls to make sure data is secure. However, unscheduled security scanning performed by customers, including and not limited to scans, penetration tests, or similar systemic tests may cause responsive countermeasures or otherwise disrupt the Service and are therefore prohibited. If you want to perform any security scanning, you are required to contact us in advance and provide the nature and scope of such scans or test. We may, at our discretion, agree to such testing provided we can mutually agree upon the scope, time, and frequency of any such scanning. Any security scan done without our permission will constitute a breach of these TOU and may be treated as a malicious attempt. We look forward to working through any security requests together.

8. Customer Data.

Customer Data means all the Customer/User originated content that is entered, uploaded, and in some instances stored in the system ("Customer Data"). GovOS content is the content provided as part of, or entered into, the Service platform. GovOS does not own any data, information or material that you or other Users submit to the Service in the course of using the Service. You shall have sole responsibility for the accuracy, quality, integrity, legality, reliability, appropriateness, and intellectual property ownership or right to use any and all Customer Data that you or your Users submit.

The Service is hosted either by GovOS or a cloud-provider of GovOS' choice. All data stored as part of the Service is backed up on no less than hourly. If a Customer experiences loss of Customer Data, we will use commercially reasonable efforts to promptly restore data from the most recent working backup.

9. Intellectual Property Rights.

GovOS alone (and its licensors, where applicable) shall own all right, title and interest, including all related intellectual property rights, in and to the GovOS technology, the content, the Service, and any suggestions, ideas, enhancement requests, feedback, recommendations or other information provided by you or any other party relating to the Service. This Agreement is not a sale and does not convey to you any rights of ownership in or related to the Service, GovOS technology or its intellectual property rights.

All copyrights and/or other intellectual property rights, title and interests in a) software on which the Service is based and made available to the Customer and/or User, b) workflow processes, user interfaces, designs, source codes or other software components of the Service, c) content of Service including text and graphics, excluding Customer Data, d) trademarks, names or marks are

the sole property of GovOS, and/or third parties having granted GovOS license for its use, and the Customer and/or User shall gain no rights to those intellectual property rights other than the limited right of use as stipulated in this Agreement. The Customer and/or User retain all intellectual property rights regarding Customer Data submitted by a Customer and/or User.

10. Confidentiality and Data Protection.

a Confidentiality. As used herein, "Confidential Information" means all information exposed or provided to a party (a "Receiving Party") by the other party (a "Disclosing Party") (a) within the Service, or (b) otherwise that reasonably should be understood to be confidential given the nature of the information and the circumstances of disclosure, c) GovOS intellectual property, and d) Customer Data. However, Confidential Information shall not include any information that (i) is or becomes generally known to the public without breach of any obligation owed to a the Disclosing Party; (ii) was known to Receiving Party prior to its disclosure by Disclosing Party without breach of any obligation owed to Disclosing Party, as demonstrated by written records, (iii) is received from a third party without breach of any obligation owed to Disclosing Party, or (iv) was independently developed by a Receiving Party without reference to the Confidential Information, as demonstrated by written records.

Except as set forth in the Agreement or otherwise permitted in writing by a Disclosing Party, the Receiving Party shall not disclose or use any Confidential Information of Disclosing Party for any purpose outside the scope of this Agreement. A Receiving Party may disclose Confidential Information to the extent required by process of law provided, Receiving Party, to the extent permitted by law, provides Disclosing Party written notice in advance of responding to the request. Customer will not include GovOS Confidential Information that is exempt by law from its response to any open records request. GovOS will cooperate with Customer to identify exempt information. We reserve the right to share aggregate data from the Service provided it does not identify, in any way, a specific Business or the confidential data of such specific business.

bData Protection. To the extent GovOS stores or processes personal data on behalf of Users, GovOS shall disclose such personal data only according to instructions from such Users. We have implemented appropriate technical, administrative and physical controls to protect personal data against accidental or unlawful destruction or accidental loss, alteration, unauthorized disclosure or access. We will reasonably comply with a Customer request relating to data security requests or audits. We will notify you in advance of complying if we believe a request is overly burdensome and will result in additional fees.

GovOS maintains procedures for the effective management of data security incidents, as defined below. In the event of any actual, attempted, suspected, threatened, or reasonably foreseeable circumstance, GovOS verifies an incident that either compromises or could reasonably be expected to comprise Customer data through unauthorized use, disclosure, or acquisition of Customer data ("Security Incident"), GovOS will promptly, and no in event more than one-business day, notify Customer of its discovery. After such notification, GovOS will, at its own expense, immediately; investigate to determine the nature and extent of the Security Incident; contain the incident by taking necessary action, including, but not limited to, attempting to recover records, revoking access, and correcting any weaknesses in security; report to Customer, as then understood, the nature of the Security Incident, the Customer data used or disclosed, the person who made the unauthorized use or received the unauthorized disclosure, what GovOS has done or is doing to mitigate any harmful effect of the unauthorized use or disclosure, and the corrective action GovOS has taken or will take to prevent future similar unauthorized use or disclosure. GovOS will continue to provide periodic and material updates to Customer. GovOS will confer with Customer, unless prohibited by law, to coordinate any regulatory or individual breach

notifications.

Customer should promptly report all actual or suspected Security Incidents involving Customer or GovOS confidential information via Legal@GovOS.com indicating a Security Incident issue and providing Customer contact information.

Personal Healthcare Information (PHI) and other healthcare information may be subject to certain regulations including the Health Insurance Portability and Accountability Act (HIPAA). Customer represents on its own behalf and for its Users that for purposes of this Agreement Customer is not a Covered Entity and that neither Customer, nor its User will store Personal Healthcare Information as regulated by the Health Insurance Portability and Accountability Act and its amendments (HIPAA), without the prior consent, and as applicable, the execution of a Business Associate Agreement by the parties.

Privacy. GovOS will not forward marketing material from non-affiliated third parties to its Users. GovOS may forward product news relevant to User's use of the Service as GovOS sees fit from time to time. GovOS retains the right to disclose the identity of any Users in any sales or funding efforts or processes of GovOS and in cooperating with law enforcement investigations. However, always with due consideration to the interests of the User.

11. DISCLAIMER.

OTHER THAN ANY WARRANTIES EXPLICITLY STATED HEREIN, THE SERVICE IS PROVIDED ON AN "AS-IS" AND "AS AVAILABLE" BASIS, AND GOVOS EXPRESSLY DISCLAIMS ANY AND ALL WARRANTIES AND CONDITIONS OF ANY KIND, WHETHER EXPRESS, IMPLIED, OR STATUTORY, INCLUDING ALL WARRANTIES OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, QUIET ENJOYMENT, ACCURACY. EXCEPT AS EXPRESSLY PROVIDED FOR HEREIN OR IN YOUR PROCUREMENT CONTRACT WITH GOVOS RELATED TO THE SERVICES, WE MAKE NO WARRANTY THAT THE SERVICE WILL MEET YOUR REQUIREMENTS, WILL BE AVAILABLE ON AN UNINTERRUPTED, TIMELY, SECURE, OR ERROR-FREE BASIS, OR WILL BE ACCURATE, RELIABLE, FREE OF VIRUSES OR OTHER HARMFUL CODE, COMPLETE, OR SAFE. IF APPLICABLE LAW REQUIRES ANY WARRANTIES WITH RESPECT TO THE SERVICE, ALL SUCH WARRANTIES ARE LIMITED IN DURATION TO NINETY (90) DAYS FROM THE DATE OF FIRST USE.

SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES, SO THE ABOVE EXCLUSION MAY NOT APPLY TO YOU. SOME JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

12. (Reserved)

13. LIMITATION OF LIABILITY.

EXCEPT FOR SERVICE FEES AMOUNTS EXPRESSLY DUE AND PAYABLE TO GOVOS HEREUNDER AND CLIENT'S VIOLATION OF SECTION 1, IN NO EVENT SHALL EITHER PARTY TO THIS AGREEMENT BE LIABLE TO THE OTHER PARTY HEREUNDER FOR ANY CLAIMS, PENALTIES OR DAMAGES, WHETHER IN CONTRACT, TORT, OR BY WAY OF INDEMNIFICATION, IN AN AMOUNT EXCEEDING THE LESSER OF FEES OR OTHER CHARGES PAID BY CLIENT TO GOVOS DURING THE TWELVE (12) MONTHS PRECEDING THE CLAIM OR TWO-HUNDRED FIFTY AND 00/100 THOUSAND DOLLARS. EXCEPT FOR CUSTOMER'S VIOLATION OF SECTION 1, UNDER NO CIRCUMSTANCES WILL EITHER PARTY TO THIS AGREEMENT BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, INDIRECT, PUNITIVE, INTRINSIC VALUE OR SPECIAL DAMAGES ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT, HOWEVER CAUSED AND BASED ON ANY THEORY OF LIABILITY. THE PROVISIONS OF THIS SECTION SHALL SURVIVE THE TERMINATION OF THIS AGREEMENT.

14. Force Majeure.

GovOS is not responsible for situations or conditions which fall under force majeure, including but not limited to war, riot, uprising, strike, lock-out, fire, flooding, natural disasters, pandemics, monetary restrictions, import/export embargoes, interruption of electronic traffic, interruptions or breakdowns in energy or communication supplies, attacks of computer viruses, attacks by hackers and force majeure of subcontractors.

15. Notice.

GovOS may give notice by means of a general notice on the Service, electronic mail to your e-mail address on record for an administrator in GovOS' account information, or by written communication sent by first class mail or pre-paid post to your address on record in GovOS' account information. Such notice shall be deemed to have been given upon the expiration of four (4) business day after mailing or posting (if sent by first class mail or pre-paid post) or twelve (12) hours after sending (if sent by email).

16. Reserved

17. Assignment.

This Agreement may not be assigned by you without the prior written approval of GovOS. GovOS may assign this Agreement without your consent to (i) an affiliated entity, (ii) an acquirer of assets, or (iii) a successor by merger. Any purported assignment in violation of this section shall be void.

18. General.

The Agreement between us and you will be governed by the laws of the state of Customer's primary place of business without reference to the principles of conflict of laws. No joint venture, partnership, employment, or agency relationship exists between you and GovOS as a result of this Agreement or use of the Service. The failure of GovOS or Customer to enforce any right or provision in this Agreement shall not constitute a waiver of such right or provision unless acknowledged and agreed in writing. This Agreement supersedes all prior or contemporaneous negotiations, discussions or agreements, whether written or oral, between the parties regarding the subject matter contained herein. Unless otherwise provided elsewhere in the Agreement, the following provisions shall survive termination or expiration of the Agreement: 4 Termination, 5 Payment Terms, 9 Intellectual Property Rights, 10 Confidentiality; 12 Indemnification, 13 Limitation of Liability, and 18 General.

City of Huntsville Questionnaire

Security: What is the security level of the platform and the company as a whole? This can include things like controls on the data and the security level of the company providing the service. Do they use MFA, EDR, et cetera? What controls are there prevent misuse by the company's developers? Is the data encrypted in transit and at rest, what level encryption is being used?

The security level of the platform is addressed at three levels.

First is development and the tooling used to ensure our developers and code does not inadvertently expose a vulnerability. Developers are required to go through annual security training. All code is reviewed by a senior developer/lead and never by the person who wrote the code, and the code review includes security. Lastly, our code is scanned for vulnerabilities prior to being deployed to production.

Second is who, within GovOS has access to production data and how do they access the data. Credentials to the production environment is only given to those who have an approved "elevated security" profile. Approval to get an elevated security profile requires multiple approval levels and the list is reviewed quarterly to ensure compliance. Access to the systems by those developers requires MFA.

Lastly is how the data is managed. All data is encrypted in motion and at rest. Data is encrypted in motion using SSL TLS 1.2 and for storage, SHA 256.

Auditability: How do we verify that the company is doing what it says? Most commonly this is a SOC2 Type 2 report or ISO registration. Is there any ability for us to go in and verify controls? How can we exercise due diligence and due care before and during the software licensing process?

GovOS currently undergoes SOC 2 Type 2 audits annually. These reports are available to our customers when requested.

Reversibility: How do we get our data back? Can we download it in a common format like CSV? We must assure that the data returned is readable and usable by us. No database extract without the schema or data dictionary, for example.

GovOS will provide all customer data on-demand and in a comma or tab delineated format. Some customers have implemented procedures to get data on a regular schedule. This allows for local jurisdiction backups of customer data.

Incidents: If a security breach occurs what is the process for determining the incident and whether to report it? What relief will the City receive if our data is breached and/or disseminated? Who declares a security incident and to what standards?

Security incidents can be reported by the public, jurisdictions who license the software, or by internal GovOS employees. The process for reporting is described as a part of our support policies but is reported

through our customer support channels. Security breach reports follow a different protocol for analysis and remediation including immediate notification to the jurisdiction for a confirmed breach, scheduled updates during breach analysis and remediation and any notification or actions required by local, state or federal laws.

Data Transfer: How is information placed into the SaaS application and how is it received? Are we using FTP, a web browser, or something else? Do we have to open any non-standard network ports?

There are three scenarios where we require transferring of data. The first is during onboarding of the system. We prefer downloads or physical drives with the data that we have to load and can work with Huntsville to determine the most appropriate and secure method to use (SFTP, etc.). Once live, there may be the periodic transfer of data (e.g. parcel data) for uploading to the GovOS system. This is typically done on a quarterly basis and most customers use a similar method to the one they used for initial data load. The last scenario is when we provide a backup of customer data. This is typically generated by GovOS and placed on an SFTP site for download by the jurisdiction. Our goal is to not require a lot of wiring between the GovOS application and other jurisdiction applications. This avoids having to implement and manage network settings to support direct calls, etc.

Backups: What is the company's strategy for backing up the City's data? Is it geographically dispersed, air-gapped, multi-cloud? What is their recovery point objective and recovery time objective?

All data is replicated to a different region in real-time such that any interruption in access to the primary database can be quickly re-directed to the secondary database. Should the primary database go offline then the GovOS RPO and RTO are less than 5 minutes and 6 hours respectively.

Region: Where will the data be hosted and processed?

Our primary region is the Northern California AWS datacenter. Our secondary site is the Ohio AWS datacenter.

Platform: What is the back-end platform for the service? E.G., is it Amazon GovCloud, Azure GCC, or something else? If self-hosted what controls and redundancy does the company have to ensure uptime? What security controls are running on the cloud platform?

All GovOS workloads are run on the Amazon commercial cloud. As such, we leverage the AWS security controls and redundancy capabilities.

Service Level Agreements: What are the downtime windows for the product? What recourse do we have if the product does not meet our expectations of performance?

Per the TOU, GovOS provides an SLA of 99.5% uptime excluding planned maintenance windows. Notice of planned maintenance periods are provided at least 24 hours in advance and our goal is to never perform maintenance during normal jurisdiction business hours. The exceptions would include things like critical security patches or any P0 remediation that requires the system to be cycled.

Privacy: How are sensitive data types like PII and PHI controlled? Who has access to our information? Who manages data classification?

All PII and PHI data is encrypted and only accessible by GovOS employees with elevated security roles. Data classification (i.e. identification of data elements that fall under PII or PHI) is done by GovOS, however should a jurisdiction have a data classification process that is different or more stringent than GovOS, then GovOS can extend the PII or PHI security controls to that data as well. Data classified as PII or PHI is reviewed and agreed upon as a part of the onboarding process.

Scope: What activities are covered by this agreement? What should the City expect with this product?

Please refer to the proposal which includes the GovOS RFI Response and our SOW for custom work.

Authentication: How will we authorize City users? Will it be application-specific, or can we use Single Sign On via Microsoft Azure Active Directory? Can we use MFA? Who will manage the users on the platform?

All admin roles require MFA. GovOS does support Microsoft Azure Active Directory. All users on the platform are managed by the jurisdiction.

Maintenance: Who is responsible for the ongoing maintenance of the application? When will the maintenance be conducted? How long are the maintenance windows?

GovOS maintains the underlying platform on which the Huntsville configuration is deployed. Maintenance performed by GovOS is typically done as planned maintenance activities that are scheduled by GovOS with reasonable prior notification to the jurisdiction.

Support: What type of support is provided and what is the response time? Is it email-only, a dedicated representative with a 1-hour response time, something else? Can we request changes in the software and what would that process entail?

End User Support: Monday-Friday 7am-7pm central Time. Support via email at blt.str.support@govos.com or by phone at 888-751-1911. This is for end users needing help accessing the online portal. Questions range from accessing the website to finding and filing their forms online. Questions regarding ordinances or specifics on why something is required will be referred to the jurisdiction to handle. This includes requests to close an account, amend a return, or remove a tax filing requirement or license requirement.

Client User Support: Monday-Friday 9am-6pm central. Support via email at blt.str.support@govos.com or by phone directly to a member of the Account Manager team. This is support for the client/admin users of the software. Guidance on admin processes within the system including batch processing (paper posting), amended returns, notifications, reporting, reconciling, and other admin functions. This support team is here to assist the client

in performing their administrative tasks within the system. The client is responsible for performing such tasks but if assistance is needed can reach out for guidance.

Software changes can be made via the support system where it is categorized as an enhancement request. Enhancement requests are tracked and dispositions reached allowing jurisdictions to track the status of enhancement requests. If other customers have made similar enhancement requests, then the ticket may be merged with the existing ticket but each jurisdiction making the request will be able to track the request's progress.

Warranties: What is the platform guarantee? What if it doesn't meet our needs? What is the process for a warranty claim?

Per our terms of use found here: <https://govos.com/products/business-licensing/terms-of-use/>
In general, GovOS warrants that the system will perform substantially in accordance with the Proposal and any System documentation. If any component or performance of the System is believed to be defective, the jurisdiction provides GovOS notice that identifies each defect with specificity. GovOS will investigate and verify each reported defect. Upon verification by GovOS of a reported defect, GovOS shall as determined in its sole discretion, repair, replace, or otherwise correct each verified defect at no cost to Customer.

License Terms: What is the City being bound to do? What restrictions are being placed on the usage of this software?

Per our terms of use found here: <https://govos.com/products/business-licensing/terms-of-use/>
You are responsible for all activity occurring under your Customer and related User account(s) and shall abide by all applicable local, state, national and foreign laws, treaties and regulations in connection with your use of the Service, including those related to data privacy, international communications and the transmission of technical or personal data.
In addition, you shall be responsible for abiding by any and all internal policies, procedures and regulations, which are required, by your employer and/or the applicable administrators of your account.

You shall: (i) notify GovOS immediately of any unauthorized use of any password or account or any other known or suspected breach of security; (ii) report to GovOS immediately and use reasonable efforts to stop immediately any copying or distribution of content that is known or suspected by You or other users to violate this Agreement or the intellectual property rights of third parties; and (iii) not impersonate another User or provide false identity information to gain access to or use the Service.

GovOS understands the importance of data security and controls to make sure data is secure. However, unscheduled security scanning performed by customers, including and not limited to scans, penetration tests, or similar systemic tests may cause responsive countermeasures or otherwise disrupt the Service and are therefore prohibited. If you want to perform any security scanning, you are required to contact us in advance and provide the nature and scope of

such scans or test. We may, at our discretion, agree to such testing provided we can mutually agree upon the scope, time, and frequency of any such scanning. Any security scan done without our permission will constitute a breach of these TOU and may be treated as a malicious attempt. We look forward to working through any security requests together."

Third Party Users: Does the company outsource the work? Will any person not employed by the SaaS provider have access to City data?

Some development work may be performed by individuals not employed directly by GovOS. Those individuals are required, by contract, to abide by all security policies applicable to GovOS employees. In some cases, we use contract resources who are not located in the United States. Those resources are not allowed elevated security roles and by policy are not allowed access to any production customer data.

Governing Jurisdiction: If a dispute arises where can we seek remedy? Which State's law covers us? Is the service provider non-US?

Arbitration: Is the City being bound to arbitration or can we seek relief in the courts?

Arbitration is preferred but not necessary.

Payment: How is the software being billed? What is the length of the contract and what are the payment terms? Can we renew at the same rate?

City of Huntsville will receive a quote from DLT which can be used to issue a PO. The initial payment is 30% due upon signing and the remaining 70% due upon Go-Live. Net 30 days. The initial contract length will be two years with the price increase between 5% and 7% at renewal.

Lifespan: How long will this product be offered? Will we be forced to move to a different package at the end of our initial contract?

The product itself is a platform and all enhancements are provided on that platform. GovOS fully intends to leverage this platform and enable customers to gain access to new features without painful migrations. Some new features might replace custom functionality or incorporation of new features might require changes to the jurisdiction configuration. While those changes would be done on the core platform, deploying those changes might require new training, jurisdiction specific testing, etc.



Price Quotation

Quote: 5135381
 Reference: 1742837
 Date: 03/17/2023
 Expires: 03/31/2023

To: Penny Smith
 Huntsville City of (AL)
 Huntsville, AL 35804

From: Arman Rashidian
 DLT Solutions, LLC
 2411 Dulles Corner Park
 Suite 800
 Herndon, VA 20171

Phone:
 Fax:
 Email: penny.smith@huntsville.gov

Phone: (703) 773-9246
 Fax: (703) 773-9246
 Email: arman.rashidian@dlt.com

#	DLT Part No.	MFG Part No.	Contract	Qty	Unit Price	Ext. Price
1	1348-0001	CUSTOM BUSINESS LICENSING & TAX SOLUTION	MSTATE-MVEND-TIP S-II	1	\$400,000.00	\$400,000.00
<p>Cloud Software For Business Licensing Solution and Tax Solution and Initial Onboarding Cloud Software For Business Licensing Solution and Tax Solution and Initial Onboarding Cloud Software</p> <ul style="list-style-type: none"> • Business Licensing Solution - Allows your municipality to streamline the entire Business Licensing process from registration to renewal. Businesses can easily register, renew and pay for their licenses online. You can set customized, automated workflows for processing these licenses. • Tax Solution - Businesses can file and pay their taxes online via a smart form that calculates amounts owed based on the user's input. If Businesses are delinquent, our system automatically accounts for additional fees. Internally, you can report on all businesses filing taxes and easily track both collections and delinquency. • Includes required tax forms • Licensing Module includes automated annual renewals • Unlimited user logins for both business and jurisdiction users • Unlimited phone and email support to business and administrative users • Software hosting and license fees • Server and IT infrastructure, including 24/7/365 maintenance and support • Daily data backup, managed by our expert IT team • Enhancements released to all subsequent GovOS versions. • GovOS provides significant ongoing support and development to your system after initial implementation: 						
2	1348-0002	INITIAL IMPLEMENTATION & DEV - CUSTOM BL & TAX	MSTATE-MVEND-TIP S-II	1	\$115,000.00	\$115,000.00
<p>Initial implementaiton and custom development for Business Licensing & Tax Solution Onboarding</p> <ul style="list-style-type: none"> • Customization of site address and branding (e.g., city.govos.com). • Data import of business records and transactions. • Customization of five tax forms and required licensing forms, including automatic late fee calculation. • Payment Gateway API setup, ESRI GIS API setup, and interface to accounting system setup. • Tobacco revenue stamp, liquor bond tracking, compliance process configurations, state txt file import, and additional customizations • Web-based training for jurisdiction staff. Unlimited, ongoing phone and web support are provided to all administration staff as part of monthly hosting and support. • Unlimited email and phone support for all businesses. 						



Price Quotation

Quote: 5135381
Reference: 1742837
Date: 03/17/2023
Expires: 03/31/2023

#	DLT Part No.	MFG Part No.	Contract	Qty	Unit Price	Ext. Price
NOTE						
Initial payment: 30% due at signing and remainder due at Go-Live						
Implementation Fee: \$115,000.00						
Year 1 License Fee: \$400,000.00						
Year 2 License Fee: \$400,000.00						
Year 3 License Fee: \$412,000.00						
Year 4 License Fee: \$432,600.00						

Total **\$515,000.00**

UEI - F1N2KDGBDTU8
Contract #: 210101
Contract Term: 6/6/2021 - 3/31/2026
Federal ID: 54-1599882
CAGE Code: 0S0H9
FOB: Destination
Ship Via: Fedex Ground/UPS
Payment Terms: Net 30 days
DLT accepts VISA/MC/AMEX

THIS QUOTE IS SUBJECT TO THE TERMS AND CONDITIONS OF CONTRACT #210101 AND THE TERMS AND CONDITIONS AT <http://www.dlt.com/products/client-commercial-licenses> THAT APPLY TO THE PRODUCTS AND/OR SERVICES INCLUDED IN THIS QUOTATION. CUSTOMER IS DIRECTED TO INCORPORATE (BY REFERENCE) THIS QUOTE IN ANY RESULTING TASK/DELIVERY ORDER OR AWARD. THE TERMS OF THE AFOREMENTIONED CONTRACT ARE THE ONLY CONTROLLING TERMS AND ANY TERMS OR CONDITIONS CONTAINED IN AN ORDER, AWARD OR OTHER INSTRUMENT OF BUYER, WHICH ARE IN ADDITION TO OR INCONSISTENT WITH ANY OF THE TERMS OR CONDITIONS CONTAINED IN THOSE REFERENCED HEREIN, SHALL NOT BE BINDING ON DLT OR ITS MANUFACTURERS AND SHALL NOT APPLY UNLESS SPECIFICALLY AGREED TO IN WRITING BY DLT.

CPARs requests should be sent to the attention of AJ Ezersky at cpars@dlt.com.

**PLEASE REMIT
PAYMENT TO:**

ACH: DLT Solutions, LLC
Bank of America
ABA # 111000012
Acct # 4451063799

-OR-

Mail: DLT Solutions, LLC
P.O. Box 743359
Atlanta, GA 30374-3359

Customer orders subject to applicable sales tax.

Documentation to be submitted to validate Invoice for payment:

- a. Authorized Services shall be invoiced with a corresponding time report for the period of performance identifying names, days, and hours worked.
- b. Authorized reimbursable expenses shall be invoiced with a detailed expense report, documented by copies of supporting receipts.
- c. Authorized Education or Training shall be invoiced with a Report identifying date and name of class completed, and where applicable the name of attendees.